



Directory of Services

2004

Richard C. Dunn
Director

Ronald W. Cates
Chief Operating Officer

Tricia Schlechte
Deputy Director, Health and Public Health

David S. Durbin
Deputy Director, Senior Services and Regulation



P.O. Box 570
Jefferson City, Missouri 65102
(573) 751-6400
www.dhss.mo.gov

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EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER
Services provided on a non-discriminatory basis

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PREFACE

The *Directory of Services* describes programs and services provided by the Missouri Department of Health and Senior Services.

These services are divided among three programmatic divisions: community health, environmental health and communicable disease prevention, and senior services and regulation. The Director's Office and Division of Administration oversee and support activities of these divisions.

This directory is intended as a general guide to public health and senior services in Missouri.



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PUBLIC HEALTH IN MISSOURI : A CONTINUING TRADITION

In 1883 the citizens of Missouri realized that the state could not prosper if the health of its residents was not protected. Epidemics of smallpox, typhoid and cholera severely threatened the health and welfare of Missourians. Concerned physicians led a citizens' campaign to establish a state agency responsible for the promotion of the people's health and the prevention of disease. On March 29, 1883, the Missouri Legislature responded by creating a State Board of Health.

The steady increase in the population and the extended life expectancy of Missourians show that the first State Board of Health successfully fulfilled its mandate to build an effective state public health agency.

When state government was reorganized in 1945, the Board of Health was superseded by the Division of Health of the Department of Public Health and Welfare. In October 1967 the Legislature again created a State Board of Health but within the framework of the Division of Health. Members of the Board of Health are appointed by the Governor with the advice and consent of the Senate.

State government reorganization in 1974 placed the Division of Health in the Department of Social Services. At that time, the division's environmental engineering and solid waste programs were transferred to the Department of Natural Resources and the Missouri Crippled Children's Service became a part of the Division of Health. After the 83rd General Assembly passed Senate Bill 25 and Governor John Ashcroft signed the legislation on July 29, 1985, the Department of Health (DOH) was created. That September, the department was officially empowered, charged with supervising and managing all public health functions and programs formerly administered by the Division of Health.

Executive Order 01-02 signed on January 5, 2001, by Governor Roger Wilson, transferred the Division of Aging to the Department of Health effective August 28, 2001, to become the Department of Health and Senior Services. Combining senior and public health issues into one system has allowed the department to more effectively focus on prevention and quality of life for all Missourians.

STATE BOARD OF HEALTH

The State Board of Health consists of seven members appointed by the governor, with the advice and consent of the Missouri Senate. The State Board of Health serves as an advisory board to the department. Members of the Board of Health serve four-year terms, with the terms of two members ending each year. A member may serve no more than two terms.

Missouri law (section 191.400) specifies that three members must be licensed physicians and surgeons licensed by the State Board of Registration for the Healing Arts; one member must be a dentist licensed by the Missouri Dental Board; one member must be a chiropractic physician licensed by the Missouri State Board of Chiropractic Examiners; two must be persons other than those licensed by the State Board of Registration for the Healing Arts, the Missouri Dental Board or the Missouri State Board of Chiropractic Examiners and must be representative of those persons, professions and businesses which are regulated and supervised by the department.

STATE BOARD OF SENIOR SERVICES

The State Board of Senior Services consists of seven members appointed by the governor, with the advice and consent of the Missouri Senate. The State Board of Senior Services serves as an advisory board to the department. Members of the Board of Senior Services serve four-year terms, with the terms of two members ending each year. A member may serve no more than two terms.

Missouri law (section 660.062) specifies that four members of the Board of Senior Services shall be members of the governor's advisory council on aging; one member shall be a person currently working in the field of gerontology; one member shall be a physician with expertise in geriatrics; one member shall be a person with expertise in nutrition; one member shall be a person with expertise in rehabilitation services of persons with disabilities and one member shall be a person with expertise in mental health issues. Of the two remaining members, the governor shall give consideration to individuals having a special interest in gerontology or disability-related issues, including senior citizens.

DIRECTOR'S OFFICE

As chief executive officer, the department director is responsible for the management of the department and the administration of its programs and services. The deputy directors of health and public health and senior services and regulation assist the director in the management of the department. The centers for health information management and evaluation; State Public Health Laboratory; the offices of personnel, professional development and strategic planning, public information, minority health, general counsel, governmental policy and legislation, women's health, and epidemiology; and emergency response and terrorism report to the director.

Telephone: (573) 751-6001

OFFICE OF PERSONNEL

The Office of Personnel provides personnel management services and support for the Department of Health and Senior Services. This office:

- assures the department's compliance with the state personnel law (merit system), and serves as liaison with the state Office of Administration's Division of Personnel.
- establishes and maintains the department's position classification system.
- administers personnel functions of recruitment, employment, promotion, compensation (including payroll preparation), performance appraisal, discipline, termination, personnel records maintenance, and related personnel activities, and provides assistance to managers and supervisors in these areas.
- assures department compliance with federal and state laws relating to equal employment opportunity, affirmative action, and provision of services.
- investigates and monitors complaints and grievances.
- coordinates employee award programs.
- works with management on organizational change/development issues.

Director's Office

- conducts training related to personnel functions such as interviewing, sexual harassment, ADA and related areas.
- provides mediation services for employer/employee situations.
- coordinates issues relating to Unions.

Telephone: (573) 751-6059

**OFFICE OF PROFESSIONAL DEVELOPMENT AND STRATEGIC
PLANNING**

The Office of Professional Development and Strategic Planning provides learning opportunities for the Department of Health and Senior Services. This office provides and/or coordinates:

- department-wide diversity and sexual harassment awareness training.
- distance/e-learning programs.
- leadership development programs.
- curriculum for support staff.
- public health-related training for local public health agency and department employees.
- mandatory training for supervisors and managers and new employee orientation.
- mandatory state and federal program training for Division of Senior Services and Regulation.
- department-wide strategic planning and production of the DHSS strategic plan
- other professional development programs as requested.

Telephone: (573) 751-6058

OFFICE OF PUBLIC INFORMATION

The Office of Public Information coordinates all media contacts for the Department of Health and Senior Services and provides information in response to inquiries from other agencies and the public. The office also provides training in risk communication to assist department employees in efforts to reduce and prevent illness, injury and death during a public health response. The office:

Director's Office

- prepares and distributes news releases and reports of activities of the department.
- designs and edits publications including newsletters, brochures and pamphlets for divisions and programs within the department.
- counsels other units of the department about the communications aspects of public health programs and assists them in designing their publications and audiovisual material.
- provides video services for the department.

Telephone: (573) 751-6062

OFFICE OF MINORITY HEALTH

The office:

- monitors programs in the Department of Health and Senior Services for their impact on the health status of minority populations in Missouri.
- works to increase the quality, accessibility, utilization, public education and resource information related to the special health, social and psychological needs of minority adults age 60+ and 18-59 including the disabled.
- garners partnerships and increases understanding necessary to address minority aging network and the division. Address minority aging through networking and partnerships within the division and in the community.
- assists department personnel with cultural awareness and sensitivity.
- assists in the design, development, and review of department programs that impact the health status of minorities.
- assists in the coordination and development of educational programs and culturally sensitive minority health education materials designed to reduce the incidence of disease in the state's minority population.
- assists in analyzing federal and state legislation for its impact on the health status of minorities.
- assists community minority health organizations by identifying

Director's Office

available funding for health programs through public and private grants, and promoting coalition and community development resources.

- provides staff resources and minority health information to the Missouri Department of Health and Senior Services Minority Health Advisory Committee.
- provides staff resources to assist the Governor's Commission on Special Health, Psychological and Social Needs of Minority Older Individuals, which was established by statute in 1994 to study the needs of the state's minority older individuals and makes recommendations to the Governor, legislature and department in meeting those needs. The commission consists of 16 members appointed by the Governor.
- advises the department director on minority health issues.

Telephone: (573) 751-6064

OFFICE OF GENERAL COUNSEL

The office:

- provides legal support and opinions to all departmental divisions, centers and offices.
- provides coordination and cooperation to the Attorney General's office in departmental litigation.
- provides in-service training on legal issues for department employees.

Telephone: (573) 751-6005

OFFICE OF GOVERNMENTAL POLICY AND LEGISLATION

The activities of this office include:

- coordinating the development, review and tracking of public health, health and senior services-related state legislation.
- reviewing federal legislation for impact on department policy and programs.
- serving as the departmental liaison between elected officials, other state agencies and constituent groups.

Director's Office

- providing a research function concerning policy alternatives under consideration by other states or federal agencies.

Telephone: (573) 751-6003

OFFICE ON WOMEN'S HEALTH

The Office on Women's Health is committed to the development of effective, comprehensive public policy that promotes improved physical and mental health and well being and lessens the burden of preventable disease and injury among the women and girls of Missouri.

The office:

- promotes a comprehensive view of women's health, including a focus on social, emotional, economic, and educational factors affecting women's health and well-being.
- enhances the visibility and prominence of women's health issues.
- identifies issues affecting women's health and well being and proposes strategies for addressing those issues, assisting in the design, development and review of state and local programs that address women's health needs.
- recommends and monitors policies to ensure equitable, effective, accessible health services for women.
- convenes and staffs the external advisory committee, the Women's Health Council, to ensure appropriate expert advice and guidance for office policy recommendations.
- promotes communication about women's health needs and issues among a wide variety of constituent groups, stakeholders and advocacy organizations.
- works for improved coordination of and greater collaboration among all programs and services affecting women's health.
- assures that public information and health education initiatives and programs include appropriate emphasis on women's health issues.
- serves as a resource on women's health for communities, the department and local public health agencies, Area Agencies on Aging, other state agencies and the Governor's Office.

Telephone: (573) 526-0445

OFFICE OF EPIDEMIOLOGY

The Office of Epidemiology provides epidemiologic leadership and expertise for divisions and centers at the Department of Health and Senior Services, local public health agencies, as well as other stakeholders and partners to enhance the health and safety of the citizens of Missouri. The office strives to achieve this mission by translating science to guide practice; monitoring health status and health risk behaviors through effective use of public health surveillance; planning and evaluating public health programs; promoting evidence-based public health interventions; testing and researching public health innovations; providing epidemiologic and medical consultation; and conducting epidemiologic teaching and training.

Telephone: (573) 751-6128

CENTER FOR EMERGENCY RESPONSE AND TERRORISM

The director of the Center for Emergency Response and Terrorism oversees the following responsibilities:

- coordinates and provides direction for bioterrorism planning and response activities throughout the department and works with other local/state agencies in their emergency planning and response.
- assures that the department has a State Emergency Response and Terrorism Response Plan.
- provides direction/coordination for the local public health agencies in bioterrorism planning.
- ensures regional plan development that provides consistency and coordination of bioterrorism planning throughout the state and assures consistency and coordination between local, state and federal plans.
- assures that the state and regional plans are regularly exercised, evaluated and refined based on the exercises and evaluations.
- provides direction and coordination of the Centers for Disease

Director's Office

Control and Prevention and Health Resources and Services
Administration Bioterrorism grants.

- maintains the Department Situation Room (DSR) operational at a non-threat level 24 hours a day, 7 days a week, insuring the staffing and functional ability to operate as a command and control center in the event of an emergency.

Telephone: (573) 526-4768 or (800) 392-0272 (24/7)

CENTER FOR HEALTH INFORMATION MANAGEMENT AND EVALUATION

The director for the Center for Health Information Management and Evaluation oversees the statistical vital records and information systems of the Department of Health and Senior Services. Based on the analysis of health statistics, this office advises the department director regarding the general health status of Missourians. The center is the custodian of birth, death and other vital records. The center provides the computer support services for the department.

Telephone: (573) 751-6272

BUREAU OF VITAL RECORDS

The Department of Health and Senior Services serves as the state archives for vital records, a statutory responsibility fulfilled by the Bureau of Vital Records.

The bureau:

- maintains the central registry of births, deaths, fetal deaths, marriages, and dissolutions of marriages for the State of Missouri.
- prepares new certificates for adoptions and legitimations.
- corrects vital records as authorized by state law.
- files and issues certified copies of birth and death certificates.
- provides confidential verifications to government agencies.
- conducts workshops for hospital personnel to ensure the complete, accurate, and timely filing of birth certificates.

- provides technical assistance to funeral directors to ensure that death records are promptly, legibly and completely filed.
- provides vital records for use in the preparation and publication of vital statistics data.
- participates in research projects which involve vital records.

Telephone: (573) 751-6381

SECTION OF HEALTH STATISTICS

Statistical services of the Department of Health and Senior Services primarily are assigned to the Section of Health Statistics. The units that comprise this section collect, analyze and distribute health-related information which promotes the better understanding of health problems and needs in Missouri, as well as spotlighting improvements and progress achieved in the general health status of Missourians. Data generated by the section aid and guide the planning, development, and evaluation of programs and services of the department as well as the health-related activities of other agencies, institutions and organizations.

General services of the section include:

- providing specific statistical publications and preparing, editing, and publishing other reports for the department.

Telephone: (573) 751-6272

BUREAU OF HEALTH RESOURCES STATISTICS

The bureau:

- collects data through periodic surveys of 6 licensed health professions - MDs, DOs, RNs, LPNs, dentists, dental hygienists. This information is compiled and published on the department's website.
- collects income statement and balance sheet information for Missouri hospitals. This information is compiled and published on the department's website.
- collects data on outpatient procedure charges for Missouri hospitals and ambulatory surgery centers. This information is compiled and published on the department's website.

- collects a variety of data through an annual survey of hospitals and publishes the Missouri Hospital Profiles. Major components of the hospital survey are published on the department's website.
- coordinates the development and publication of data on the department's website. The bureau designs, develops and maintains web pages for the entire department, along with building and maintaining web applications, such as a Missouri Information for Community Assessment (MICA) and the Bureau of Narcotics and Dangerous Drugs (BNDD) Controlled Substance Registrants.
- answers special requests for information from the various data systems maintained by the bureau.

Telephone: (573) 751-6279

BUREAU OF HEALTH SERVICES STATISTICS

The bureau:

- supports the injury Prevention Initiatives program by studying the incidence of deaths and hospitalizations due to injury, and analyzing data to determine groups at high risk for injuries.
- assists the state Bureau of Emergency Medical Services (EMS) by analyzing data from the ambulance trip ticket data set, the Head and Spinal Cord Injury Registry (HSCI), and the Trauma Registry.
- links Statewide Traffic Accident Records System (STARS) motor vehicle crash data to Patient Abstract System (PAS) hospital inpatient and emergency room data to study the medical and cost outcomes of motor vehicle crashes.
- analyzes data from the Sexual Assault Forensic Examination – Child Abuse Resource and Education (SAFE-CARE) system—data collected by physicians on children suspected of being sexually or physically assaulted.
- answers requests for data related to injuries.
- analyzes hospital and ambulatory surgical centers patient abstract data.
- prepares and publishes reports based on hospital and ambulatory surgical center (ASC) patient abstract data.

- prepares and publishes consumer guides on hospitals and managed care.
- answers requests for data related to hospitalizations, emergency room visits, and outpatient surgeries.
- prepares injury data and various categories of patient abstract data (hospitalizations, emergency room visits, inpatient/outpatient procedures, charges and length of stay) for the web-based Community Health Profiles and the Missouri Information for Community Assessment (MICA).

Telephone: (573) 751-6279

BUREAU OF HEALTH DATA ANALYSIS

The bureau:

- provides technical assistance for the processing of vital statistics (births, deaths, marriages, dissolutions of marriages, fetal deaths and abortions).
- provides Missouri data on vital statistics to the National Center for Health Statistics (NCHS).
- prepares and publishes Monthly Vital Statistics for use by health-related agencies, universities, libraries, news media and interested citizens.
- prepares and publishes Missouri Vital Statistics, an annual report of vital events in the state.
- answers requests for vital statistics, population, and other health data by accessing computer data files or reference material.
- prepares and publishes special reports based on vital records data and other data sources for use in program planning and evaluation.
- prepares vital statistics data for availability on the web in the form of different community profiles (e.g., Maternal, Infant and Child Health Profile, Cause of Death Profile) and an application where the end user can develop their own tables (Missouri Information for Community Assessment (MICA) – e.g., birth, pregnancy and death MICAs).
- maintains the Missouri Birth Defects Registry.
- prepares health profiles for hazardous waste sites.

Health Information Management and Evaluation

- links various data sets (e.g., Medicaid, patient abstract records) to the birth data set for various reports and studies.
- provides consultant services regarding statistical phases of programs, projects and studies to agencies or individuals who request health data.
- publishes Missouri Population Estimates, an annual publication giving population estimates by county, age and sex.

Telephone: (573) 751-6278

OFFICE OF INFORMATION SYSTEMS

The Office of Information Systems assists and supports the Department of Health and Senior Services (DHSS) mission by providing information services. The office:

- provides consulting services to DHSS programs by gathering information requirements and recommending solutions, researching new technology, analyzing existing systems, and assisting with information technology procurements.
- provides information technology hardware services by installing and relocating hardware, resolving hardware problems, and maintaining and updating DHSS' network and servers to minimize downtime.
- provides software services by designing, developing, and maintaining applications; resolving product use problems; and assisting users with office automation software.
- provides information technology training services with instructor-led classes, computer-based training courses, and training materials.
- Protects department data through security and confidentiality policies, strict authentication and authorization procedures for all users, and routine backup and recovery policies and procedures.

Telephone: (573) 751-6450

STATE PUBLIC HEALTH LABORATORY

The administrative offices of the State Public Health Laboratory (SPHL) are located in Jefferson City. Each year, more than 370,000 specimens are submitted to the State Public Health Laboratory and the State Tuberculosis Laboratory in Mt. Vernon, for testing and examination. The SPHL is the principal laboratory for the state supporting investigations of suspected acts of bioterrorism. In addition, the SPHL is responsible for approving methods and instruments, and issuing permits to qualified individuals to perform tests used to enforce Missouri's law prohibiting driving while under the influence of alcohol and drugs.

Telephone: (573) 751-3334

Testing services are provided in the areas of analytical chemistry, environmental bacteriology, metabolic disease screening, clinical microbiology, serology and virology. These services include:

CHEMISTRY UNIT

- conducts chemical analyses of public and private water supplies to determine the presence of pesticides and other hazardous and toxic chemicals.
- conducts chemical analyses of ground water and surface water samples to determine the extent of chemical contamination from hazardous waste sites, and pesticide or herbicide usage.
- conducts chemical and physical analyses of foods, dairy products, and beverages for toxic or chemical contamination as a result of tampering.
- conducts analyses for human exposure to lead in the environment.

Telephone: (573) 751-3334

ENVIRONMENTAL BACTERIOLOGY UNIT

- tests public and private water supplies for the presence of coliform bacteria.
- tests swimming pool water samples for excessive bacterial

State Public Health Laboratory

contamination, and for specific pathogenic bacteria such as staphylococcus.

- tests milk for bacteria count; surveys, evaluates and approves dairy laboratories for the State Milk Board and FDA.
- tests food suspected of causing disease outbreaks (food poisoning).
- surveys laboratories for certification under the state's Safe Drinking Water Act.

Telephone: (573) 751-3334

METABOLIC DISEASE UNIT

- examines blood samples from newborn babies to find those who need treatment for phenylketonuria (PKU), hypothyroidism, galactosemia, and congenital adrenal hyperplasia (CAH).
- examines blood specimens to detect sickle cell disease.

Telephone: (573) 751-3334

MICROBIOLOGY UNIT

- examines blood, feces and food samples for the presence of the causative agent for typhoid fever and for organisms which cause other intestinal diseases.
- examines specimens for the presence of pertussis (whooping cough).
- performs diagnostic tests for gonorrhea and chlamydia in support of statewide STD screening programs.
- identifies blood, intestinal and tissue parasites.
- provides quality assurance and reference diagnostic services for the state gonorrhea culture program.
- provides reference services for the identification of rare, atypical, or especially hazardous organisms to support communicable disease control activities and to supplement the clinical microbiological services available throughout the state.
- conducts microbiological examinations of environmental samples and clinical specimens related to suspected acts of bioterrorism.

Telephone: (573) 751-3334

State Public Health Laboratory

SEROLOGY UNIT

- performs screening and supplemental tests for antibodies to the AIDS virus in support of the state AIDS program and as a reference service to the medical community of the state.
- performs tests in support of the state chlamydia program.
- performs serologic tests for syphilis in support of state-supported prenatal clinics and as a reference service to the medical community of the state.

Telephone (573) 751-3334

VIROLOGY UNIT

- performs examinations for rabies.
- performs serologic tests for immunizable diseases such as measles, mumps and rubella, and for viral diseases of public health importance such as hepatitis and influenza.
- cultures and identifies viruses from clinical material.
- conducts examinations for viral agents from clinical specimens related to suspected acts of bioterrorism.

Telephone: (573) 751-3334

STATE TUBERCULOSIS LABORATORY

- provides reference services for the identification of tuberculosis and other mycobacteria species.
- performs diagnostic tests for tuberculosis including tests for antibiotic resistance.
- performs testing on clinical specimens in support of tuberculosis control program activities and outbreak investigations.

Telephone: (417) 466-5390

DIVISION OF ADMINISTRATION

The Division of Administrative Services provides fiscal, administrative, and general services support to all department units. Services include budget administration, grants and contract administration, accounting and procurement, general office support, and internal auditing.

Telephone: (573) 751-6014

The following units within the division carry out these responsibilities.

OFFICE OF INTERNAL AUDIT

The office:

- provides evaluations of administrative and management controls of all levels of department operations.
- reviews contract providers' audit reports for financial and administrative compliance.
- examines annual financial reports of local health departments.
- serves as department liaison to State Auditor's Office and other external audit agencies.

Telephone: (573) 751-6014

BUREAU OF BUDGET SERVICES AND ANALYSIS

The bureau:

- provides training and consultation to department program staff on a variety of budget issues.
- coordinates and prepares the department's annual budget request and serves as department liaison to executive and legislative budget staff.
- ensures integration of budget activities in the department.
- provides statistical analysis of financial data.
- coordinates the department fiscal note process.
- reviews all department applications for federal funding.

Administration

- assists department staff in maximizing available external funding sources.
- provides technical assistance and support in the development of grant applications.
- develops training materials and other information useful in the development of grant proposals.

Telephone: (573) 751-6016

BUREAU OF GENERAL SERVICES

The bureau:

- manages telecommunications equipment and services.
- manages building security/access cards.
- coordinates forms management, printing services, and copy machines.
- provides leased property management and departmental facility management.
- provides central office mail services.
- provides fleet and motor pool management.
- provides warehouse services and distribution of supplies and vaccines, and distribution of films and literature.

Telephone: (573) 751-6040

BUREAU OF FINANCIAL SERVICES

The bureau:

- maintains accounting records and prepares financial reports on all federal grants.
- coordinates department-wide financial activities.
- oversees the receipt of all department funds including fee revenue and ensures timely deposit with the Department of Revenue.
- reviews all expenditures of department funds and ensures appropriate disbursement of funds, including processing of vendor payments.
- administers the fixed assets accounting system for the department.

Administration

- develops financial policy and analysis.
- provides analysis of department-wide financial systems.
- performs quality assurance reviews.

Telephone: (573) 751-6024

BUREAU OF CONTRACTS AND PROCUREMENT

The bureau:

- develops, promotes and provides on-going technical assistance and support services in the development, solicitation, and awarding of department contracts.
- develops training materials, information, and databases useful in the development, monitoring and tracking of all contracts.
- procures commodities for the department.

Telephone: (573) 751-6471

HEALTH AND PUBLIC HEALTH

CENTER FOR LOCAL PUBLIC HEALTH SERVICES

The Center for Local Public Health Services strengthens the public health system by supporting the continued development of a population-based approach to health issues in Missouri communities. The center facilitates development of professional standards and continuous learning opportunities for the local public health workforce and provides leadership and technical assistance to develop processes that improve Missouri's public health system. These processes, such as strategic planning, continuous quality improvement, and defining and implementing core public health functions, help to develop and communicate a common vision and direction for public health in Missouri. The center works with policymakers and the public to improve understanding of the importance of public health and the responsibility of government to assure that a strong public health system is in place.

A strong public health system provides ongoing assessment of health status in communities so that risks are identified, and leadership to assure that preventive programs are implemented. A strong public health system is able to respond rapidly and effectively to incidents such as infectious disease outbreaks, natural or man made disasters, food recalls and food or water-borne illnesses. A strong public health system increases life expectancy, reduces infant mortality, reduces debility caused by chronic disease, and assures a healthier, more productive life for citizens in every part of Missouri. A strong public health system decreases total health care costs.

The Center for Local Public Health Services:

- administers state funding directed to local public health agencies for implementation of core public health functions and essential services.
- supports the leadership and administrative capabilities of local public health agencies to implement a comprehensive public

Local Public Health Services

health program based on the core public health functions, and to operate in a professional and business like atmosphere.

- coordinates the Council of Public Health Nursing to provide leadership, expertise, and advocacy related to public health nursing practice, standards, and issues.
- facilitates the application of Continuous Quality Improvements methods that define performance and outcome measures to evaluate process efficiency and effectiveness.
- coordinates the availability of professional development opportunities in order that the local public health workforce may achieve excellence in public health practice throughout Missouri.
- facilitates the Missouri Institute of Community Health (MICH), to bring together stakeholders from a variety of sectors to promote excellence in community systems for health and quality of life.
- collaborates with MICH in implementing a voluntary accreditation program for local public health agencies.
- coordinates the development of standards and a process for certification of Local Public Health Agency Administrators.
- acts as facilitator to promote the open sharing of ideas, information, innovative solutions to problems, tools and innovative methods to achieve desired outcomes throughout Missouri's public health system.
- provides liaison with schools, universities, and professional boards and organizations.
- creates ways for all members of the public health system to identify changes in our environment and adapt to them, so the challenges of the future can be met successfully.

Telephone: (573) 751-6170

DISTRICT HEALTH OFFICES

District and area offices are strategically located across the state. Staff in these offices provide technical assistance and quality assurance for DHSS programs and initiatives in the areas of emergency response, community health improvement, environmental health, communicable disease prevention, maternal child and family health, nutrition, child care and chronic disease prevention.

Columbia Area Health Office	(573) 882-9861
Eastern District Health Office St. Louis	(314) 877-2800
Northeastern District Health Office Macon	(660) 385-3125
Northwestern District Health Office Independence	(816) 350-5400
Cameron Area Health Office	(816) 632-2107
Southeastern District Health Office Poplar Bluff	(573) 840-9720
Cape Girardeau Area Health Office	(573) 290-5830
Southwestern District Health Office Springfield	(417) 895-6900
Joplin Area Health Office	(417) 629-3195

DIVISION OF COMMUNITY HEALTH

The Division of Community Health administers programs for maternal, child and family health; nutritional health; chronic disease prevention and health promotion; and programs for community health improvement.

Telephone: (573) 751-6174

SECTION OF CHRONIC DISEASE PREVENTION AND HEALTH PROMOTION

The Chronic Disease Prevention and Health Promotion Section directs statewide programs that are designed to combat the major causes of premature death, illness, disability, and medical costs in Missouri such as heart disease, cancer, stroke, diabetes and arthritis. These programs are primarily conducted through four units within the section: Health Promotion, Cancer Control, Chronic Disease Control, and Nutrition Policy and Education.

Telephone: (573)522-2800

CANCER CONTROL UNIT

The Cancer Control Unit coordinates activities in the areas of comprehensive cancer control, primary and secondary prevention, and cancer inquiries. Unit efforts focus on public information, professional education, coalition development and technical assistance, breast and cervical cancer screenings and diagnostic services, women's health services through a federally funded cardiovascular screening program, and cancer prevention policy.

Telephone: (573)522-2845

CANCER INQUIRY PROGRAM

The Cancer Inquiry Program responds to public and professional inquiries about cancer as well as public concerns about cancer and the environment.

Telephone: (573) 522-2845

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COMPREHENSIVE CANCER CONTROL PROGRAM

The Comprehensive Cancer Control Program provides professional training for cancer control as well as promoting and assisting providers in the implementation of cancer control. It also maintains and disseminates information on cancer prevention and control resources in Missouri; and develops and assists regional cancer control coalitions.

Telephone: (573) 522-2845

SHOW ME HEALTHY WOMEN PROGRAM

The Show Me Healthy Women Program provides funding and program resources for screening and diagnostic services for breast and cervical cancer. It also provides cardiovascular health screenings and life-style interventions through more than 90 provider networks statewide.

Telephone: (573) 522-2845

CHRONIC DISEASE CONTROL UNIT

The Chronic Disease Control Unit addresses the health needs of the general and minority populations in the areas of chronic disease management, arthritis, asthma, cardiovascular disease, diabetes, stroke, blindness, organ donor, lupus, obesity and osteoporosis. The unit employs multiple strategies to improve the health of local communities and specific targeted programs to provide education, resources, and improved healthcare access to combat these chronic diseases.

Telephone: (573) 522-2860

ARTHRITIS AND OSTEOPOROSIS CONTROL PROGRAM

The Missouri Arthritis and Osteoporosis Control Program promotes optimal health and quality of life for all Missourians affected by arthritis, osteoporosis, lupus, rheumatic diseases and related musculoskeletal conditions. Included in the program is a network of regional centers across the state.

Telephone: toll free (800) 316-0935

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ASTHMA PREVENTION AND CONTROL PROGRAM

The goal of the Asthma Prevention and Control Program is to improve the capacity of Missouri's public health system to define and reduce the burden of asthma for those people with the disease through effective linkages and comprehensive surveillance and evaluation. The Program is funded through a grant from the U.S. Centers for Disease Control and Prevention.

Telephone: (573) 522-2860

DIABETES PREVENTION AND CONTROL PROGRAM

The Missouri Diabetes Prevention and Control Program creates awareness of risk factors for diabetes, and control of diabetes for the reduction and/or prevention of complications. Programs are designed to improve lives of people with diabetes through community awareness and interventions; National Diabetes Education Program; improvement of health care systems including continuing education for health care professionals; and professional education including a resource guide for school personnel.

Telephone: (573) 522-2860

HEART DISEASE AND STROKE PROGRAM

The Heart Disease and Stroke Program seeks to decrease the risks that contribute to the prevention and control of heart disease and stroke by promoting policy and environmental change programs to improve heart disease and stroke prevention in the community, schools and worksites. The program also plans activities and promotions advocating smoking cessation, physical activity and good nutrition. Additionally, it sponsors such events as the Heart 'N Parks in Missouri and Walk to School Day.

Telephone: (573) 522-2860

ORGAN DONOR PROGRAM

The Organ Donor Program, which is funded by donations of one dollar received by the driver's license offices throughout the state at the time an individual makes application for a driver's license or identification card, and maintains a statewide, confidential registry of potential donors. It also develops and implements statewide donation

Chronic Disease Prevention and Health Promotion

awareness programs for education of the general public and within secondary schools.

Telephone: (573) 522-2860

HEALTH PROMOTION UNIT

The Health Promotion Unit oversees programs and initiatives to reduce tobacco use, physical inactivity, and unhealthy eating—the primary risk factors for chronic diseases, including obesity. The unit supports local programs through contracts, training and technical assistance in implementing evidence-based strategies to reduce the risk factors.

Telephone: (573) 522-2820

PHYSICAL ACTIVITY INITIATIVES

The Physical Activity Initiatives include working with schools to assess school policies, programs and environmental supports, and identifying areas for improvement, such as implementing an evidence-based curriculum, adopting a policy to reduce students' access to unhealthy snacks, or increasing the amount of physical education students receive. The program also helps communities identify barriers to physical inactivity and prepare a plan to overcome the barriers, such as by increasing access to affordable facilities for physical activity, and distributing information and resources for conducting community physical activity campaigns.

Telephone: (573) 522-2820

TOBACCO USE PREVENTION PROGRAM

The Tobacco Use Prevention Program includes educating the public about the dangers of tobacco use, secondhand smoke and physical inactivity. It also works with youth groups and community coalitions to advocate for policies to ban tobacco and smoking on school property and in public places; encourages worksites to implement policies to ban smoking and support employee participation in physical activity; encourages health care professionals to assess patients' risk for chronic diseases and counsel those who use tobacco products to quit and those that are physically inactive to become active. The program advocates for

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employers to include effective cessation services in employee health insurance coverage; and provides information about tobacco use, secondhand smoke, and cessation.

Telephone: (573) 522-2820

NUTRITION POLICY AND EDUCATION UNIT

The Nutrition Policy and Education Unit provides leadership in the science and practice of dietetics and public health nutrition. The unit monitors research and scientific advancements, assesses the needs for the policy solutions by various stakeholders, and transfers that knowledge into information, programs and interventions that can be used effectively by stakeholders. The unit helps assure access to high quality public health nutrition services through qualified nutrition providers.

Telephone: (573) 751-6183

CHILD NUTRITION

CHANGING THE SCENE: IMPROVING THE NUTRITION ENVIRONMENT PROGRAM

Through the Changing the Scene Program, Missouri preschool and school-age children are able to practice healthy eating and physical activity behaviors in an environment that instructs and encourages students to develop healthy habits, improve test scores, decrease behavior problems, and improve attendance as a result of good nutrition. The primary activities of the program are to provide and interpret materials for developing policy that promote a healthy nutrition environment, and to provide technical assistance and resources to child care and school-based audiences, primarily nurses, administrators, and food service personnel.

Telephone: (573) 751-6183

CONSULTATION AND TECHNICAL ASSISTANCE

The Child Nutrition Program is often asked to provide consultation and technical assistance for other programs within the Missouri Department of Health and Senior Services and for the Missouri Department of Elementary and Secondary Education as well. Nutrition

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staff were instrumental in the creation of Promoting Healthy Weight in Missouri's Children: A Guide for Schools, Families and Communities, published by the Coordinated School Health Coalition in 2003.

Telephone: (573) 751-6183

NUTRITION FOR CHILDREN WITH SPECIAL HEALTH CARE NEEDS PROGRAM

It is estimated that 60 percent of children with special health care needs have a need for nutrition services. The Nutrition for Children with Special Health Care Needs Program improves nutrition services for children with special health care needs in Missouri by promoting programs and services through systems of care that are comprehensive, family-centered, culturally competent, coordinated, and fully inclusive at the community level. Training is offered for providers of nutrition services, as well as case coordinators who are entrusted with making appropriate referrals.

Telephone: (573) 751-6183

NUTRITION SCREENING PROGRAM

Under the Nutrition Screening Program, students in participating schools are weighed and measured using U.S. Centers for Disease Control and Prevention guidelines. From this information, a Body Mass Index-for-age is calculated and compared to age and sex-specific national norms. Students also complete Harvard's Food Frequency Questionnaire and learn about their dietary intake results with the help of an interactive power point presentation that incorporates concepts from Missouri Show-Me Standards. School nurses make appropriate referrals of students who are identified as at nutritional risk.

Telephone: (573) 751-6183

SCHOOL NUTRITION EDUCATION PROGRAM

The School Nutrition Education Program enables Missouri children, preschool through 18 years of age, to develop lifelong eating behaviors that promote appropriate growth and development, as well as optimal health. The primary activities of the program are providing evaluated nutrition education resources, training and technical assistance to school-

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based audiences; primarily teachers, nurses, administrators, and food service personnel.

Telephone: (573) 751-6183

TEAM NUTRITION PROGRAM

The USDA Team Nutrition Training grant is used to help schools and childcare providers promote healthy eating habits among children. Funds are aimed at activities that are designed to reduce rates of childhood overweight and create healthier school and childcare nutrition environments. Activities include: mini-grants to school and child care providers, training sessions, expanding curriculum available through the School Nutrition Education Program, Changing the Scene activities, a statewide survey of school nutrition policies, enrollment as a Team Nutrition school and electronic communication networks for school nurses and food service professionals.

Telephone: (573) 751-6183

NUTRITION EDUCATION INITIATIVES

5-A-DAY FOR BETTER HEALTH PROGRAM

The 5-A-Day for Better Health Program provides positive messages designed to increase the consumption of fruits and vegetables in the Missouri population. Scientific research shows that people who consume about 5 servings of fruits and vegetables daily are half as likely to develop cancer of the digestive and respiratory tracts, as well as other chronic diseases, than those who consume fewer than 2 servings a day.

Telephone: (573) 751-6183

FOLIC ACID PROGRAM

The purpose of the Folic Acid Program is to increase the number of Missourians who are aware of the importance of folic acid intake in helping to prevent certain birth defects, diseases and health conditions. This includes the development, implementation, dissemination and evaluation of nutrition education materials and information targeted for health professionals, minority audiences and the general population.

Telephone: (573) 751-6183

HEALTHY COMMUNITY NUTRITION EDUCATION INITIATIVE

The Healthy Community Nutrition Education Initiative provides funding to support local coalitions to coordinate, conduct and evaluate community-based nutrition education initiatives that are designed to increase the likelihood of healthy food choices by food stamp eligible families with children. Traditional approaches to nutrition education can be strengthened with the addition of broader-based community initiatives. In these broader approaches, community agencies coordinate their efforts to deliver consistent messages tailored for the audience.

Telephone: (573) 751-6183

MISSOURI NUTRITION NETWORK

The purpose of the Missouri Nutrition Network is to increase the number of Missourians selecting a nutritionally adequate diet by providing consistent and relevant nutrition messages through a variety of credible channels. This includes the development, implementation, and evaluation of nutrition education initiatives and materials utilizing a social marketing approach. The program also provides coordination of initiatives and dissemination of the materials through partner organizations and media outlets as well as providing training and support for local coalitions.

Telephone: (573) 751-6183

NUTRITION TRAINING INSTITUTE

The purpose of the Nutrition Training Institute (NTI) is to enhance skills and knowledge of public health professionals to deliver effective nutrition education in the community setting. The NTI assesses the training needs of community-based professionals and provides relevant nutrition and related training through seminars, workshops, satellite, audio and videoconferences.

Telephone: (573) 751-6183

DIETETIC INTERNS PROGRAMS

The Program for Dietetic Interns assures that Missourians have access to high quality public health nutrition services by recruiting and retaining qualified nutrition providers. The dietetic internship program

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is accredited by the Commission on Accreditation for Dietetics Education of the American Dietetic Association. It has a general emphasis with a strong focus on public health and community nutrition. In addition to the dietetic internship, public health nutrition practice experiences are provided for students of dietetic education programs from the University of Missouri-Columbia and Southern Illinois University.

Telephone: (573) 751-6183

ENHANCING WIC NUTRITION EDUCATION PROJECT

Nine local WIC providers are participating in the WIC Enhancing Nutrition Education Project to provide nutrition education via computer applications in the WIC clinic. Two of the sites have a touch screen monitor and extra speakers and are set up with 10 nutrition education topics. The computers at the other seven sites are set up like a personal computer and are used to show education videos.

Telephone: (573) 751-6183

LACTATION EDUCATION TRAINING PROJECT

Despite the well-recognized benefits of breastfeeding, Missouri is well below the Healthy People 2010 goals of 75 percent breastfeeding initiation and 50 percent continued breastfeeding at six months. One strategy to address these deficits is to strengthen the message that health care professionals provide to new mothers. The Lactation Education Training Project is designed to inform health care providers and students on best practices related to breastfeeding.

Telephone: (573) 751-6183

NUTRITION RESOURCES

The responsibility for the coordination, development and maintenance of statewide general nutrition resources falls to the Nutrition Policy and Education Unit. These resources include but are not limited to brochures, pamphlets, posters, post cards, professional resources and audiovisual materials used to educate and influence participants' behaviors in nutrition programs managed by the division.

Telephone: (573) 751-6183

SECTION FOR COMMUNITY HEALTH SYSTEMS AND SUPPORT

The Community Health Systems and Support Section works with communities, local health agencies, schools, organizations and the health care delivery system to support and strengthen Missouri's community-based systems and initiatives for nutrition assistance, health promotion, disease prevention, primary care, and oral health. This work is accomplished by developing and promoting programs, systems, and models and helping organizations and communities build local skill and capacity to improve the health status of those they serve. Assistance is provided through training, peer networking, technical assistance and financial resources.

Telephone: (573) 751-8998

COMMUNITY FOOD AND NUTRITION ASSISTANCE UNIT

Community Food and Nutrition Assistance administers programs that provide supplemental nutrition assistance to vulnerable populations, to improve health status, contribute to optimum growth and development, and to decrease the risk of chronic diseases later in life. The assistance includes meal subsidies to eligible organizations that feed infants, children, and youth, to actual food packages to low-income elderly persons, women, infants and children.

Telephone: (573) 751-6269 or toll free (800) 733-6251

CHILD AND ADULT CARE FOOD PROGRAM

The Child and Adult Care Food Program provides reimbursement for nutritious meals and snacks served to eligible participants in child care centers, family child care homes, homeless shelters, before and after school programs, and adult day care centers. The goal of this program is to see that well-balanced meals are served and good eating habits are taught in child and adult care settings. The program serves children under the age of 13, children of migrant workers age 15 and under, physically or mentally-handicapped persons receiving care in a center where most children are 18 years and under, and adults who are

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functionally impaired or over 60 years old. It provides training and technical assistance on nutrition, food-service operations, program management and record keeping.

Telephone: (573) 751-6269 or toll free (800) 733-6251

COMMODITY SUPPLEMENTAL FOOD PROGRAM

The Commodity Supplemental Food Program works to improve the health of low-income pregnant and breastfeeding women, other new mothers up to one year postpartum, infants, children up to their sixth birthday, and older persons at least 60 years of age by supplementing their diets with nutritious U.S. Department of Agriculture commodity foods. The program also provides health referral services and nutrition education. Eligible women, infants, and children must meet income eligibility requirements (currently 185 percent of the federal poverty guidelines), while older persons must have income at or below 130 percent of the federal poverty guidelines. Women, infants, children, and the elderly must reside in the state of Missouri and cannot also be participating in the WIC Program.

Telephone: (573) 751-6269

SUMMER FOOD SERVICE PROGRAM

The Summer Food Service Program helps assure that eligible populations have access to nutritious meals during the summer months when school is not in session by providing reimbursement to community agencies that can offer the required continuum of meals. Eligible participants include children 0-18 years of age whose family incomes are less than or equal to 185 percent of the Federal Poverty Guidelines. Income-eligible adults over 18 years of age who have been determined by a state educational agency to have a disability and who participate in a school-based program for the disabled during the school year also are able to participate in the program. There are contracts with schools and other community-based organizations to sponsor the local programs and provide meals that must meet established guidelines. In this manner, the program increases the nutrient intake of program participants, thereby reducing their risk for health problems and enhancing their learning capacities.

Telephone: (573) 751-6269 or toll free (888) 435-1464

HEALTHY COMMUNITIES AND SCHOOLS UNIT

The Healthy Communities and Schools Unit provides technical assistance, resources, and training to local public health agencies, schools, community-based organizations and groups, and other state agency partners to increase local and state skills and capacity to assess, implement, evaluate and sustain community-based initiatives to improve systems and achieve community, school and adolescent health outcomes.

Telephone: (573) 751-6412

ADOLESCENT HEALTH PROGRAM

The Adolescent Health Program uses a combination of state and federal funds to contract for adolescent medicine consultation and educational programs for adolescents, parents, professionals and communities to improve the overall health status of adolescents. The statewide Council for Adolescent and School Health advises the Missouri Department of Health and Senior Services in assessing adolescent health needs and in planning effective strategies to promote protective factors and reduce risks to the health of adolescents. Services include:

- Bi-monthly newsletter on best practices in adolescent health care disseminated to 6,000 health professions statewide.
- Community-based “parenting the adolescent” health projects.
- School Health Index grants for public schools to assess their physical activity and nutrition policies, programs and practices, and develop plans for improvement.

In addition, Title V funding is used to promote abstinence-only education through schools and community-based organizations. The purpose of the program is to educate adolescents to delay involvement in sexual activity until marriage, and to decrease out-of-wedlock pregnancies, adolescent pregnancy and birth rates, and sexually transmitted diseases.

Telephone: (573) 751-6213

COMMUNITY HEALTH TECHNICAL ASSISTANCE RESOURCES AND TRAINING PROGRAM

The Community Health Technical Assistance Resources and Training

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Program, developed in 1994, is a framework for community health improvement that provides technical assistance and workshops for department contractors, work groups, local public health agencies and communities striving to build skills in areas such as assessing health status of communities; determining local priorities and needs; identifying local resources and intervention models; and developing community-based plans sustaining initiatives leading to improved health outcomes.

Workshop topics include coalition building, community health assessment, data analysis, prioritization, grant writing basics, and creating a funding team. The statewide CHART process is built upon four tenets—community involvement, commitment, control and accountability—and facilitates improved health through increased empowerment and identification of community resources.

Telephone: (573) 751-6412

MATERNAL AND CHILD HEALTH COORDINATED SYSTEMS

Federal Maternal and Child Health Block Grant funds are distributed to local public health agencies through its maternal and child health services contract. The purpose of the contract is to maintain and improve the health status of maternal and child populations in Missouri. This is done by establishing and maintaining an integrated multi-tiered service coordination system (direct care, enabling, population-based, and infrastructure building) capable of adapting to address targeted maternal and child health issues. Each contractor has a contractual obligation to utilize evidence-based interventions and address identified maternal and child health risk indicators which are the most disparate from the state rates.

Telephone: (573) 526-2003

SCHOOL HEALTH PROGRAM

The School Health Program provides contracts to public school districts and local public health agencies to establish or expand population-based health services for school-age children in defined geographic areas. The program focus is on increasing access to primary and preventive health care. An effort is made to assure an adequate nurse

to student ratio. Technical assistance and consultation are available. The program is a collaborative effort of Missouri's departments of Health and Senior Services, Elementary and Secondary Education, and Social Services.

Telephone: (573) 751-6213

PRIMARY CARE AND RURAL HEALTH UNIT

The Primary Care and Rural Health Unit works to ensure access to and availability of primary health care services for all of Missouri's populations, including its rural citizens. Part of this effort is to work to reduce the shortage of medical professionals throughout Missouri. Also, Missouri's oral health program, which provides a broad range of core public health activities for oral health, resides in this unit. The following is a list of programs.

Telephone: (573) 751-6219 or toll free: (800) 891-7415

HEALTH CARE WORKFORCE DEVELOPMENT PROGRAM

The purpose of the Health Care Workforce Development Program is to reduce the shortage of health care professionals and to increase access to health care for Missouri citizens, the state issues health professional student loans to medical, dental, dental hygienist, and nursing students. The loans are "forgiven" when the recipient graduates and works in a Health Professional Shortage Area in Missouri. This program also provides assistance in the recruitment of foreign medical graduates into underserved areas to assure the staffing of that health care delivery system. The initiatives under this program are as follows:

- **Health Professional Loan Repayment Program:** To provide financial incentives for licensed primary care physicians (family or general practice, pediatrics or general internal medicine), general practice dentists and primary care nurse practitioners. Participants agree to accept Medicare and Medicaid patients, as well as provide a discounted fee schedule, based on family size and income, for all uninsured individuals.
- **J-1 Visa/State 30 Waiver Program and National Interest Waiver Program:** To allow foreign medical graduates to remain in Missouri

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after completion of their advanced medical training, in exchange for service in underserved communities. Practitioners are recruited and sponsored by a Missouri health care facility or organization to serve the specific needs of that community. The National Interest Waiver programs allow participants to pursue U.S. citizenship.

- **PRIMO Health Professional Recruitment and Loan Programs:** Development and implementation of early recruitment (high school) programs for health professional students; emphasizing recruitment of individuals from rural and inner city, underserved communities in Missouri. In addition, educational loans are provided to health professional students in exchange for an obligation to provide health care services in underserved areas, upon completion of training. Disciplines eligible include primary medical, dental, dental hygiene, and advanced practice nursing.
- **Professional and Practical Nursing Student Loan and Loan Repayment Program:** Provides support for nursing students and nursing professionals, in exchange for service in Missouri's underserved communities. Student loans are provided for up to 70 nursing students annually in return for an obligation to provide service in public and non-profit health care agencies in underserved Missouri communities. An additional 15 to 20 professional nurses are provided loan repayments in exchange for service in public and non-profit health care agencies in underserved Missouri communities.

Telephone: (573) 751-6219 or toll free (800) 891-7415

ORAL HEALTH PROGRAMS

The Oral Health Program provides a broad range of core public health activities for oral health. Activities include access to oral health care, oral health surveillance, oral health education, technical assistance on fluoride mouth rinse program and community water fluoridation, promotion of dental sealants, and oral health research. It also serves as a resource on oral health issues for other states and federal agencies, the dental profession and the public. The initiatives under this program include:

- **Elks Mobile Dental Program:** Provide mobile dental units in a

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public/private partnership with the Elks' Benevolent Trust of Missouri, to provide oral health care for children with special health care needs and children who are mentally retarded or developmentally disabled in a community-based setting.

- **Fluoride Mouthrinse Program:** Provide supplies and technical assistance to public schools in Missouri to conduct a school-based fluoride mouth-rinse program.
- **Oral Health Screening and Surveillance:** To establish a state-based oral health surveillance system, to evaluate the oral health of Missouri populations, beginning with selected school-aged children and to evaluate access to dental services for those children, and to provide technical assistance to schools conducting dental screens.
- **Water Fluoridation Program:** Provide technical assistance on best practices, health outcomes and state and national resources to assist communities to fluoridate the public water supply.

Telephone: (573) 751-6247

PRIMARY CARE SYSTEMS

Through private/public partnerships, Primary Care Systems Program works to ensure access to and availability of primary health care services for all of Missouri's populations. Efforts to increase access include evaluating availability and accessibility of medical, psychiatric, and dental health professionals, developing resources to enhance and expand community-based health care delivery systems, working with state and federal partners in the recruitment and retention of health care professionals in health professional shortage areas, and assessing the extent, impact and characteristics of the lack of insurance on the health care delivery systems, communities and individuals in Missouri. The initiatives under this program include:

- **Health Professional Placement Services:** Provides an internet-based program to match health care practitioners to communities in areas of need around the state. Service is provided at no cost.
- **Primary Care Office:** Identifies and requests designations for Health Professional Shortage Areas. The program also serves as the state contact for the National Health Service Corps, and oversees

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development of new federally funded community health centers and the development of a population-based workforce model for primary medical, dental and mental health services.

- **Primary Care Resource Initiative for Missouri:** Provides funds to communities in underserved areas to develop community-based health care delivery systems, develops clinical training sites in rural and underserved area clinics, and develops recruitment programs for primary care physicians, dentists and nurse practitioners.
- **State Planning Grant for the Uninsured:** Handles development of a statewide plan, based on current data and evidence-based models and methods, to increase health insurance coverage for Missouri residents.

Telephone: (573) 751-6219 or toll free: (800) 891-7415

RURAL HEALTH SYSTEMS PROGRAM

Through private/public partnerships, the Rural Health Systems Program assures the availability of and access to essential health care services for all rural Missouri residents. Efforts include those to support the health care delivery system infrastructure in rural areas, (particularly small rural hospitals), through resources for initiatives to reduce medical errors and support quality improvement, comply with new regulations, and implement technology enhancements in order to improve services and health outcomes. The initiatives under this program include:

- **Medicare Rural Hospital Flexibility Program:** To provide support to Critical Access Hospitals to implement or expand quality improvement programs, and to develop rural health networks among these hospitals and their community/health system partners. Also to coordinate activities with the Missouri Hospital Association and the Missouri Quality Improvement Office, to evaluate the quality improvement programs in the critical access hospitals and to develop a model program for all. Other program activities are under development to expand training opportunities for integrating local EMS systems to improve health outcomes in rural Missouri.
- **Office of Rural Health:** To collect and disseminate information; provide technical assistance; coordinate rural health interests

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statewide; and support efforts to improve recruitment and retention of health professionals.

- **Rural Access to Emergency Devices:** To provide automatic external defibrillators to first responders in selected rural areas of Missouri. In addition to the purchasing and placing the devices, to provide training on the equipment use and standards of care in order to improve outcomes from out-of-hospital cardiac arrests for residents of rural Missouri.
- **Small Rural Hospital Improvement Program:** To provide financial and technical assistance to small rural hospitals to implement the Prospective Payment System, to become compliant with provisions of the Health Insurance Protection and Accountability Act, to reduce medical errors, and support quality improvement.

Telephone: (573) 751-6219 or toll free (800) 891-7415

SECTION FOR MATERNAL, CHILD AND FAMILY HEALTH

The mission of the Maternal, Child and Family Health Section is to promote optimal health by providing leadership to both the public and private sectors in assessing health care needs of families and communities, and in assuring that the health system responds appropriately. The assurance of the system is possible through a network composed of public and private participants. This section is also responsible for developing policy; planning systems of care; and designing, implementing and evaluating programs to meet the health care needs of families in the state of Missouri. The following units comprise programs developed to address specific needs and services.

Telephone: (573) 751-6253

FAMILY HEALTH UNIT

The Family Health Unit designs and administers programs and interventions affecting the health of Missouri families. The unit focuses on women's health (with an emphasis on perinatal and prenatal care) and the issues of interpersonal violence and injury prevention.

Telephone: (573) 751-6215

ALTERNATIVES TO ABORTION PROGRAM

The Alternatives to Abortion Program provides funding for coordinated comprehensive services for pregnant women at risk of pursuing an abortion. Services, which may be offered to qualifying women during their pregnancy and for one year postpartum, include the following:

- case management for pregnancy maintenance
- prenatal care including ultrasound services
- housing and utilities
- educational services, job training and placement
- food, clothing and supplies relating to pregnancy, newborn care and parenting
- efforts to promote responsible paternity and parenting skills
- adoption assistance
- drug and alcohol testing and treatment
- domestic abuse protection
- medical care
- newborn, infant and child care
- transportation

Telephone: (573) 526-2003

INJURY PREVENTION PROGRAM

The Injury Prevention Program develops public policy, coordinates injury prevention interventions, collaborates with other agencies addressing injury causes, and supports the collection and analysis of injury data. It also contracts with each of the eight local Safe Kids Coalitions to conduct primary injury prevention interventions in communities. These interventions frequently include safety fairs, car seat installation demonstrations and inspections, and training for other safety professionals. The eight coalitions are in Jefferson City, Columbia, Hannibal, St. Louis, St. Charles, Springfield, Joplin and Cape Girardeau. The injury prevention program also contracts with the University of Missouri to conduct the Think First Missouri Educational Program that

provides primary prevention activities addressing the prevention of head and spinal cord injury.

Telephone: (573) 526-2003

MEDICAL EXAMINATION FOR VICTIMS OF RAPE PROGRAM

The Medical Examination for Victims of Rape Program provides reimbursement for medical examinations for victims of rape when performed for the purpose of gathering evidence for prosecution and when the cost is not covered by other sources, (e.g., insurance, Medicaid or Medicare) with the following conditions:

- Victim consents in writing to the examination.
- Report is made on a form approved by the attorney general.
- Report is filed with the prosecuting attorney in the county where the rape occurred.

Telephone: (573) 751-6214

PERINATAL SUBSTANCE ABUSE PROJECT

The Perinatal Substance Abuse Project is a result of legislation enacted in Missouri in 1991 regarding perinatal substance abuse. The tone of this legislation is not punitive in viewing substance abuse during pregnancy as a criminal act, but instead views substance abuse during pregnancy as a disease and focuses on getting women into a system of care. The legislation mandates assessment and counseling of all pregnant women regarding the effects of substance abuse in pregnancy; identifying pregnant women who are chemically dependent and providing priority for treatment and service coordination; addressing educational needs of health care providers; and assessing the extent of perinatal substance abuse in Missouri. While working with several other state departments, this project provides education on the effects of alcohol, tobacco and other drugs for health care professionals responsible for early identification, and referral of pregnant women and children affected by drugs of abuse. It also offers service coordination for women and infants affected by drugs during pregnancy; supports multidisciplinary resource teams that are located statewide in areas where a high prevalence of perinatal substance abuse exists; maintains a

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toll-free referral and educational line; and conducts periodic statewide drug prevalence studies to determine the extent of tobacco, alcohol, and illegal substance use during pregnancy. The Missouri Department of Health and Senior Services has been notified by the U.S. Centers for Disease Control and Prevention that Missouri is one of five states selected to receive Fetal Alcohol Syndrome Prevention funding. Beginning in 2003, funding is provided annually for up to five years for implementation of the Missouri Fetal Alcohol Syndrome Rural Awareness and Prevention Project.

Telephone: (573) 751-6214

PRENATAL CASE MANAGEMENT QUALITY ASSURANCE PROGRAM

The Prenatal Case Management Quality Assurance Program is outsourced from the Missouri Department of Social Services/Division of Medical Services to the Missouri Department of Health and Senior Services, Family Health Unit. This program is designed to assure that the Medicaid selected list of providers deliver quality care to the Medicaid eligible pregnant women who have a high medical, social or educational risk related to their pregnancy. The program has two goals:

- to reduce infant mortality and low birth rate
- to reduce the rate of inadequate prenatal care

Telephone: (573) 751-6215

RAPE PREVENTION AND SERVICES TO VICTIMS PROGRAM

The Rape Prevention and Services to Victims Program contracts with rape crisis centers and other community-based counseling agencies to provide services for:

- Community education to dispel myths, give facts about rape as a crime of violence, explain society's view of the rape victim, and offer precautions that can be taken to prevent some sexual assaults.
- Professional education to train police and prosecuting attorneys how to deal with rape victims, and to train medical personnel how to collect medical evidence for prosecution, and how to deal with victims in a sincere and empathic manner.
- Short-term and group counseling for victims and their families, including a volunteer to meet the victim at the hospital or help the

victim through the legal system.

- Crisis hotline to accept reports of sexual assault or rape, and to inform victims of appropriate resources in their community.

Telephone: (573) 751-6214

SAFE-CARE NETWORK

The SAFE-CARE Network is composed of physicians and nurse practitioners who are trained to provide comprehensive, state-of-the art medical evaluations to alleged victims of child sexual assault. The program responds to the need for a coordinated, effective response to child sexual assault and utilizes electronic linkages between SAFE-CARE Network providers to improve medical consultation in rural and underserved areas.

Telephone: (573) 715-6214

GENOMICS AND NEWBORN HEALTH UNIT

The Genomics and Newborn Health Unit focus is to reduce the morbidity and mortality of genetic conditions by assuring all Missourians have access to quality screening, education and family-centered comprehensive health care. The unit conducts public and professional education; advocacy; surveillance; needs assessment; resource identification and/or development; and collaboration and coordination with other public and private entities. The newborn health services provide evidence-based interventions, which have been shown to improve the health and development of children.

Telephone: (573) 751-6266 or (800) 877-6246

NEWBORN SCREENINGS

GENETIC SERVICES PROGRAM

The Genetic Services Program expands existing programs and develops new programs where needed to reduce the morbidity and mortality associated with genetic disorders. Information is provided to the public and medical professionals regarding genetic disorders and the availability of genetic services in Missouri. A referral network is maintained for individuals in need of diagnostic services, treatment, counseling and

other genetic-related services.

Telephone: (573) 751-6266 or toll free: (800) 877-6246

METABOLIC FORMULA DISTRIBUTION PROGRAM

The Metabolic Formula Distribution Program provides prescribed dietary formula to individuals with covered metabolic disorders such as Phenylketonuria (PKU) or Maple Syrup Urine Disease. Use of the dietary formula combined with a medically supervised diet eliminates or reduces the adverse consequences of the disorders.

Telephone: (573) 751-6266 or toll free: (800) 877-6246

NEWBORN BLOOD SPOT SCREENING PROGRAM

The Newborn Blood Spot Program provides early identification and follow-up of phenylketonuria (PKU), galactosemia, congenital hypothyroidism, congenital adrenal hyperplasia and hemoglobinopathies that suggest the presence of disease in affected, but as yet, asymptomatic infants to ensure that either a repeat newborn screen or a confirmatory test has been done. In addition infants found to be positive are referred to a system of health care.

Telephone: (573) 751-6266 or toll free: (800) 877-6246

NEWBORN HEARING SCREENING PROGRAM

The Newborn Hearing-Screening Program commenced Jan.1, 2002. Legislation requires all babies born in Missouri to have their hearing tested before discharge. The program seeks to screen every baby before three months of age, and for those with hearing loss, refer them to the First Steps Program for appropriate services by six months of age.

Telephone: (573) 751-6266 or toll free: (800) 877-6246

SICKLE CELL ANEMIA PROGRAM

The Sickle Cell Anemia Program provides information to the public and health professionals about sickle cell disease and sickle cell trait, and promotes and provides screening, testing, referral, education, counseling and follow-up services for Missouri citizens at risk for sickle cell disease.

Telephone: (573) 751-6266 or toll free: (800) 877-6246

ADULT GENETICS PROGRAMS

ADULT CYSTIC FIBROSIS PROGRAM

The Adult Cystic Fibrosis Program provides assistance to individuals who are 21 years of age and older and have been diagnosed with cystic fibrosis. Applicants must meet the financial eligibility guidelines that are based on the U.S. Department of Health and Human Services' Poverty Income Guidelines at, or below, 185 percent. The program provides financial assistance for the following services: outpatient and inpatient services, prescription medications, home medical equipment, emergency care and service coordination.

Telephone: (573) 751-6266 or toll free: (800) 877-6246

ADULT HEMOPHILIA PROGRAM

The Adult Hemophilia Program provides assistance to persons who are 21 years of age and older, and have been diagnosed with Hemophilia or Von Willibrand disease. Financial eligibility guidelines are based on the U.S. Department of Health and Human Services' Poverty Income Guidelines at, or below, 185 percent. The program provides financial assistance for the following services: outpatient and inpatient services, prescription medications, blood factor products, emergency care, home medical equipment and service coordination.

Telephone: (573) 751-6266 or toll free: (800) 877-6246

ADULT SICKLE CELL ANEMIA PROGRAM

The Adult Sickle Cell Anemia Program provides services to participants who are 21 and older, and have been diagnosed with sickle cell disease. Participants who meet the financial eligibility guidelines can receive inpatient services, outpatient services, emergency care, home medical equipment and prescription medications. Financial eligibility guidelines are based on the U.S. Department of Health and Human Services' Poverty Income Guidelines at, or below, 185 percent.

Telephone: (573) 751-6266 or toll free: (800) 877-6246

HOME VISITING PROGRAMS

BREASTFEEDING PROGRAM

The purpose of the Breastfeeding Program is to improve the health of infants and their mothers through the promotion and support of breastfeeding initiation, exclusive breastfeeding for the first six months of life, and continuation for at least the first year of life. In addition, this program also provides technical assistance, training and educational materials to health providers and the general public regarding breastfeeding and prenatal nutritional supplementation appropriate for all infants.

Telephone: (573) 751-6266 or toll free: (800) 877-6246

BUILDING BLOCKS OF MISSOURI PROGRAM

The Building Blocks Program is a prenatal and early childhood nurse home visiting program based on the David Olds' Model (Nurse-Family Partnership). This model was first implemented in a scientifically controlled study in Elmira, NY more than 25 years ago, later replicated in Memphis, Tenn. and Denver, Colo., and is now being simulated in 23 states across the United States. Participants in the program are low income, first time mothers who enter the program prior to the 28th week of pregnancy. In the program, nurse home visitors work with the women and their families in their homes during pregnancy and the first two years of the child's life to accomplish three goals:

- improve pregnancy outcomes by helping women practice sound health-related behaviors including decreasing the use of cigarettes, alcohol and illegal drugs and by improving their nutrition;
- improve child health and development by helping parents provide more responsible and competent care for their children; and
- improve family's economic self-sufficiency by helping parents develop a vision for their own future, continue their education, and find jobs.

The program is currently implemented in the Southeast and Kansas City regions of Missouri.

Telephone: (573) 751-6215

MISSOURI COMMUNITY-BASED HOME VISITING PROGRAM

The Missouri Community-Based Home Visiting Program utilizes the Families at Risk model that was developed by the University of Missouri/Sinclair School of Nursing, in collaboration with the Missouri Department of Health and Senior Services. The model utilizes nurses and paraprofessionals and provides intensive sustained visits and community services over a long period (2-3 years), with a small number of families. Currently, there are 12 county health departments participating in the program. The goals of this program are to increase healthy pregnancies and positive birth outcomes, as well as decrease child abuse and neglect through home-based services, which provide assessments, education, referrals, and case management for Missouri families most at risk. The target population is specific for each individual site but addresses the needs of families in the specific geographic area who are most at risk of infant mortality or morbidity, and child abuse or neglect.

Telephone: (573) 751-6215

WELL CHILD OUTREACH PROJECT

The Well Child Outreach Project promotes well child checkups for all Missouri children, early and regular prenatal care and healthy life-styles in pregnancy, including folic acid supplementation, immunizations for children, safety in the home and environment, awareness of childhood growth and development, and Healthy Children and Youth exams for eligible children. Because exams are available to eligible children and youth up to the age of 21, which includes the early childbearing years, prenatal care is emphasized. This is a collaborative effort between the Missouri Departments of Health and Senior Services, and Social Services. Printed materials are distributed through community health fairs, professional conferences, local public health agencies, hospital-based clinics, Division of Family Services offices, Parents as Teachers, community action agencies, and community-based organizations.

Telephone: (573) 751-6215

SPECIAL HEALTH CARE NEEDS UNIT

The mission of the Special Health Care Needs Unit is to develop, promote and support community-based systems that enable the best possible health and highest level of functioning for Missourians with special health needs. To that end, the unit provides services for children and adults with disabilities, chronic illnesses, and birth defects. Services include assessment, treatment and service coordination.

The activities of the unit are focused around the six goals to implement the President's New Freedom Initiative issued June 18, 2001:

- Families of special health care needs individuals will partner in decision making at all levels, and be satisfied with the services they receive.
- All children with special health care needs will receive coordinated ongoing comprehensive care within a medical home.
- All families of children with special health care needs will have adequate private and/or public health insurance to pay for the services they need.
- All children will be screened early and continuously for special health care needs.
- Services for children with special health care needs and their families will be organized in ways that families can use them easily.

All youth with special health care needs will receive the services necessary to make appropriate transitions to adult health care, work, and independence.

The Special Health Care Needs Unit is organized into four life-stage programs: infants and toddlers, children, adolescents and adult transition. Each life-stage program is supported by a cluster of funded services.

Telephone: (573) 751-6246

ADULT HEAD INJURY SERVICE

The Adult Head Injury Service provides assistance in locating, coordinating and purchasing rehabilitation and psychological services for

individuals 21 years of age and older who have survived a traumatic brain injury, which is defined as "a sudden insult or damage to the brain or its coverings, not of a degenerative nature." Service coordination is available free of charge, regardless of financial status of the individual. Rehabilitation funding is available statewide to survivors, whose income is 185 percent of poverty or lower.

Telephone: (573) 751-6246

HEALTHY CHILDREN AND YOUTH-ADMINISTRATIVE CASE MANAGEMENT

Healthy Children and Youth-Administrative Case Management provides preventive health services to children under the age of 21 who are enrolled in Medicaid. The objectives of this program are improved access to health services; increased frequency of health screenings; improved provider participation in Medicaid; and expansion of diagnostic and treatment services.

Telephone: (573) 751-6246

HOPE SERVICE PROGRAM

Hope Service provides assistance for children under the age of 21 who meet financial and medical eligibility guidelines. This service focuses on early identification of children with special needs; funding for preventive, diagnostic and treatment services; and provision of service coordination activities for families. Service coordination is provided through 13 regional contracts and by unit staff located in eight area offices throughout the state.

Telephone: (573) 751-6246

PHYSICAL DISABILITIES WAIVER PROGRAM

The Physical Disabilities Waiver Program provides home and community-based services to individuals with serious and complex medical needs who have reached the age of 21 and are no longer eligible for home care services available through the Healthy Children and Youth program in Missouri. This waiver is designed to provide a cost-effective alternative to placement in an intermediate care facility for the mentally retarded/developmentally delayed.

Maternal, Child and Family Health

Telephone: (573) 751-6246

SERVICE COORDINATION

Service Coordination is a collaborative process that assists an individual/family to assess their needs and resources, and develop a plan to address those needs, including assessment for home-based services. This program facilitates, implements, coordinates, monitors, and evaluates services and outcomes, and encourages an individual/family to develop the skills needed to function at their maximum level of independence. Service coordinators will continue to monitor and evaluate individual services as long as the participant remains in the service.

Telephone: (573) 751-6246

WIC AND NUTRITION SERVICES UNIT

The WIC and Nutrition Services Unit focus is to decrease preventable nutrition-related morbidity and mortality throughout the life cycle. The programs coordinated by this unit focus on assuring those Missourians found to be "nutritionally at-risk" receive nutritious food supplements either through the local grocery vendors or farmer's markets.

Telephone: (573) 751-6204

SENIOR FARMERS' MARKET NUTRITION PROGRAM

The Senior Farmers' Market Nutrition Program provides access to fresh fruits and vegetables from farmers to low-income elderly persons (age 60 and over with an income less than or equal to 185 percent of the federal poverty level guidelines). The program distributes applications to a network of providers who have contact with the elderly. Eligibility is determined by the WIC and Nutrition Services Unit, and checks, nutrition education information, and materials needed for check redemption are mailed to qualifying seniors. The program uses the same network of contract farmers as the WIC Farmers' Market Nutrition Program. This program is currently limited to the following geographic areas: Boone, Cole, Greene, Howard, Jackson, Lafayette, Lawrence,

Oregon, Platte and Washington counties.

Telephone: (573) 751-6265

SPECIAL SUPPLEMENTAL NUTRITION PROGRAM FOR WOMEN, INFANTS AND CHILDREN (WIC)

The WIC program prescribes and pays for nutritious foods to supplement the diets of pregnant women, new mothers, infants and children up to their 5th birthday, who qualify as "nutritionally at-risk," based on a medical and nutrition assessment, and who meet state income guidelines (185 percent of federal poverty guidelines or eligible for Medicaid TANF or Food Stamps in Missouri). Program participants are reassessed periodically to determine eligibility status. These services are provided at the local level through contracts with county and city health departments, community health centers, community action agencies and hospitals. WIC contracts with retail grocers and pharmacies where participants purchase the prescribed supplemental foods. The WIC program provides nutrition education to program participants to change eating patterns in a positive way to improve their health status; breastfeeding counseling and support to pregnant women and new mothers; conducts immunization screenings and referrals to assure children are age-appropriately immunized; and provides appropriate referrals to address the WIC participant's need.

Telephone: (573) 751-6265

WIC FARMERS' MARKET NUTRITION PROGRAM

The WIC Farmers' Market Nutrition Program provides access to fresh fruits and vegetables for WIC participants. The program contracts with the local WIC providers to provide nutrition education to WIC participants on ways to incorporate fresh fruits and vegetables in their family meals, and to issue checks for purchasing fresh fruits and vegetables from local farmers. It also contracts with farmers to redeem the checks issued to WIC participants for locally grown fresh fruits and

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vegetables. In this manner, the program also provides income for local farmers, contributing to the economy.

Telephone: (573) 751-6265

**OFFICE OF SURVEILLANCE, EVALUATION, PLANNING AND
HEALTH INFORMATION**

The Surveillance, Evaluation, Planning and Health Information Office is a support office for the Division of Community Health and assists the division in many functions including: strategic planning; quality improvement initiatives support; program evaluations; coordination of specific grants; public information dissemination; initiation and maintenance of surveillance systems, data management and reporting; and epidemiologic consultations and assistance. The office is composed of an administrative component and three units: Quality Improvement, Planning and Evaluation; Consumer Health Information; and Surveillance and Epidemiology.

Telephone: (573) 522-2880

COMMUNITY HEALTH INFORMATION UNIT

The Community Health Information Unit is responsible for educating and communicating information to the general public for the entire Division of Community Health regarding the availability of its programs, instructions on how to access different services, where to go for help, and pertinent health care information. The staff serves as an integral part of such preventive health care programs as the stop smoking campaigns, the cancer detection programs, the treatment and management of obesity programs, the child nutrition assistance and education services, and various safety programs. Avenues of communication maintained by this unit include website development, news releases, brochures, conference exhibits, broadcast programs, speakers bureau, and signs and posters.

Telephone: (573) 526-5520

TEL-LINK

TEL-LINK, the department's toll-free telephone line for maternal,

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child and family health services, also resides within this office. The purpose of TEL-LINK is to provide information and referrals to Missouri residents concerning a wide range of health services. All callers are given referral telephone numbers and then are transferred immediately to the appropriate agency or treatment center. TEL-LINK can connect callers to services for: family planning, prenatal care, prenatal drug abuse, immunizations, adoption, non-emergency medical transportation (Medicaid only), alcohol and drug abuse, adoption, WIC, Medicaid, children with special health care needs, sexual assault or rape, family violence, etc. Calls, which are confidential, are answered 8 a.m. to 5 p.m., Monday through Friday. Recorded messages are taken after 5 p.m. on weekdays and throughout the day and night on weekends and state holidays.

Telephone: toll free (800) 835-5465

QUALITY IMPROVEMENT, PLANNING AND EVALUATION UNIT

The Quality Improvement, Planning and Evaluation Unit coordinates a range of functions to assist the division in achieving better health outcomes through its community health initiatives. These functions include:

- Strategic planning to achieve priority community health outcomes.
- Program evaluations that include summary evaluations of all community health programs, enhanced evaluations of selected programs, coordination of program evaluations performed externally through contracts and statewide need/capacity assessments.
- Continuous quality improvement teams to improve outcomes and reduce operational costs.
- Grants development and management for the Maternal, Child and Family Health and Preventive Health and Health Services block grants and the State Systems Development Initiative Grant.
- Contracts and memorandums of understanding related to the office functions.

Telephone: (573) 751-8394

SURVEILLANCE AND EPIDEMIOLOGY UNIT

The Surveillance and Epidemiology Unit is responsible for both population-or group-based surveillance activities and individual-based surveillance activities related to maternal, infant, child and general adult health status; chronic risk factors and behaviors; environmental influences; and access and utilization of public health and health services. Surveillance activities include tracking selected indicators, disseminating data reports, analyzing, and interpreting the health data to develop interventions to improve the health of all Missourians. The following surveillance programs are within this unit.

Telephone: (573) 751-6178 or (573) 522-2880

BEHAVIORAL RISK FACTOR SURVEILLANCE SYSTEM PROGRAM

The Behavioral Risk Factor Surveillance System Program tracks the prevalence of chronic-disease related characteristics and monitors progress toward national health objectives related to decreasing high-risk behaviors, increasing awareness of medical conditions, and increasing the use of preventive health services of persons aged 18 years and older.

Telephone: (573) 751-6178 or (573) 522-2880

CANCER REGISTRY PROGRAM

The Cancer Registry Program tracks the incidence (new cases) of cancer, the types of cancers that occur, their locations within the body, the disease stage of the cancer at the time of diagnosis, and the kinds of treatment that patients receive.

Telephone: (573) 751-6178 or (573) 522-2880

FETAL ALCOHOL SYNDROME SURVEILLANCE NETWORK

The Fetal Alcohol Syndrome Surveillance Network monitors the incidence of fetal alcohol syndrome in children.

Telephone: (573) 751-6178 or (573) 522-2880

FETAL AND INFANT MORTALITY REVIEW

The Fetal and Infant Mortality Review analyzes infant and fetal death records to develop recommendations for community change, if appropriate, to reduce fetal and infant mortality; the communities then

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determine and implement interventions based upon recommendations received that may improve outcomes for future families.

Telephone: (573) 751-6178 or (573) 522-2880

HARVARD FOOD FREQUENCY QUESTIONNAIRE PROGRAM

Harvard Food Frequency Questionnaire Program monitors the food intake and physical activities of women and children participating in WIC and school aged children to evaluate interventions designed to improve the nutritional health of selected populations.

Telephone: (573) 751-6178 or (573) 522-2880

PEDIATRIC NUTRITION SURVEILLANCE SYSTEM PROGRAM

The Pediatric Nutrition Surveillance System analyzes the growth, anemia, and breastfeeding status and trends of children in federally funded child health and nutrition programs such as the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) to monitor progress toward national health objectives and to evaluate interventions to improve the nutritional health of children.

Telephone: (573) 751-6178 or (573) 522-2880

PREGNANCY ASSOCIATED MORTALITY REVIEW

The Pregnancy Associated Mortality Review monitors death certificates, relevant birth or fetal death certifications and medical records for data abstraction to determine if the deaths were preventable; data is analyzed for association of variables and trends.

Telephone: (573) 751-6178 or (573) 522-2880

PREGNANCY NUTRITION SURVEILLANCE SYSTEM PROGRAM

The Pregnancy Nutrition Surveillance System analyzes behavioral and nutritional risk factors among pregnant and postpartum women in the state enrolled in public health programs to monitor progress toward national health objectives and to evaluate interventions designed to improve the nutritional health of the women of childbearing age.

Telephone: (573) 751-6178 or (573) 522-2880

DIVISION OF ENVIRONMENTAL HEALTH AND COMMUNICABLE DISEASE PREVENTION

Communicable diseases and diseases caused by environmental hazards are major public health concerns in Missouri. The Division of Environmental Health and Communicable Disease Prevention is the principal unit involved in the investigation of the cause, origin, and method of transmission of these diseases and conditions.

The interrelated services of this division focus on disease surveillance, prevention and control. Included are specific responsibilities related to communicable diseases, immunizations, tuberculosis, zoonoses, sexually transmitted diseases, AIDS, community sanitation, environmentally related health hazards and hazardous substance control.

The division is integral to the Department of Health and Senior Services' emergency responses to public health emergencies and natural disasters, including biological, chemical and nuclear terrorism. The division assures rapid detection through a comprehensive surveillance system operated by public health staff prepared through expertise and training to detect diseases/conditions that may indicate an emergency/bioterrorism event. Rapid response is assured through emergency response planning by public health staff deployed strategically and prepared through expertise and training to respond to a possible emergency/bioterrorism event.

Telephone: (573) 751-6080

Division Toll-Free Number: (866) 628-9891

Disease Reporting Toll-Free Number: (800) 392-0272

OFFICE OF OPERATIONS AND FISCAL SERVICES

The Office of Operations and Fiscal Services provides leadership and oversight of fiscal management systems for the division. It serves as the primary contact for the division's programs and operations on fiscal issues. The office provides leadership in the development of the division's budget and assures that fiscal resources contribute positively to the achievement of division's strategic goals. In addition, the office provides training to programs in all aspects of fiscal management

Environmental Public Health

including budgets, grant preparation and management, expenditure tracking, fiscal note and decision item preparation, contracts, contract monitoring, and purchasing and procurement. The office also coordinates the development of administrative rules and public information for the division.

Telephone: (573) 751-6079

SECTION FOR ENVIRONMENTAL PUBLIC HEALTH

The Section for Environmental Public Health is involved in the investigation and prevention of diseases related to the environment and administration of environmental sanitation programs sponsored in accordance with Missouri statutes. The section's efforts focus on diseases associated with exposure to chemical, bacteriological and physical agents in our environment and in the food and water we consume.

Services include:

- conducting epidemiological studies of environmentally-related outbreaks of disease.
- performing health assessments and quantitative risk assessments of hazardous waste sites.
- providing technical advice related to pesticides and other hazardous substances.
- maintaining a register of persons potentially exposed to dioxin.
- providing professional and public information on dioxin exposure.
- implementing the state Childhood Lead Poisoning Prevention Program and administers lead grants from the Centers for Disease Control and Prevention and the Environmental Protection Agency. Assures safe lead abatement activities by accrediting lead abatement training programs and licensing lead abatement personnel.
- providing health physics consultation to those involved with radiation-producing devices and materials.
- reviewing and evaluating plans for radiation facilities.
- keeping a register that includes all owners and possessors of radiation machines and radioactive materials used in a nonmedical setting.

Environmental Public Health

- evaluating radiological health risks associated with various work environments.
- responding to all radiological emergencies.
- provide public health consultation and toxicological consultation for emergencies involving chemicals.
- provide public health response to any emergencies affecting food safety, lodging safety, and private water supplies.
- providing professional and public information on radon.
- providing technical advice related to indoor air quality issues.
- assuring inspection of food establishments for compliance with sanitation codes and standards.
- reviewing plans for new food facilities.
- providing technical assistance to local public health agencies on a variety of environmental public health issues.
- providing food sanitation training for local public health agency personnel, personnel of food establishments and public education.
- providing technical services to other state agencies relating to food sanitation activities.
- administering food protection licensure programs as required by statute.
- certifying food sources located in Missouri for interstate and international transport.
- assuring that salvage operations do not allow food products potentially harmful to human health to enter commerce.
- conducting sanitation ratings of all grade A milk supplies and certifies them for sale in accordance with the Interstate Milk Shippers Agreement.
- providing technical assistance to local and state officials on matters relating to food and drug sanitation.
- working in partnership with the U.S. Food and Drug Administration to assure food products are manufactured, stored and distributed in a safe, wholesome manner.
- providing technical assistance for general sanitation.

Environmental Public Health

- providing consultation, technical assistance and inspection services related to private water supplies.
- providing consultation on recreational water supplies, including swimming pools.
- assuring sanitation and safety inspections of commercial lodging establishments. Licenses commercial lodging establishments.
- assuring all new and repaired on-site sewage treatment facilities are constructed/repared in compliance with state standards through a permit and inspection program.
- provide training courses for onsite sewage installers, inspectors/evaluators and local regulatory authorities.

Telephone: (573) 751-6102

SECTION FOR COMMUNICABLE DISEASE PREVENTION

The Section for Communicable Disease Prevention is dedicated to the prevention and control of communicable diseases. The section includes the following units: the Disease Investigation unit; the Prevention and Care unit and the Fiscal and Operation unit.

Services include:

- establishing rules and policies pertaining to the control and prevention of communicable diseases.
- consulting with local health officers, practicing physicians and others regarding diagnosis and control measures for specific communicable diseases.
- consulting with local public health agencies on coordination of disease outbreak investigations, disease investigation control activities and analysis of data.
- collecting and analyzing disease case reports and providing feedback reports.
- working with physicians and laboratories to encourage complete reporting of communicable diseases.
- assuring rapid response to public health emergencies and natural disasters, including bioterrorism events.

Communicable Disease Prevention

- collaborating with community members throughout the state who serve on the HIV/STD Prevention Community Planning Group.
- coordinating comprehensive services to individuals with HIV/AIDS through a statewide system of community-based organizations, local, district and state health departments.
- administering the Missouri Medicaid AIDS Waiver service to eligible individuals in lieu of inpatient nursing or hospital facilities.
- providing consultation, education, and guidelines/recommendations on zoonotic disease outbreak investigations, human prophylaxis and management of animals with diseases capable of transmission to humans.
- acting as liaison with other agencies such as the Missouri Department of Agriculture to maintain current knowledge of diseases and environmental conditions occurring in animal populations that may affect humans.
- acting as liaison between the Department of Health and Senior Services and the federal Centers for Disease Control and Prevention and other federal and state agencies concerned with communicable disease control.
- collaborating with community groups to affect action plans for preventing and controlling diseases of high prevalence within the community.
- providing, without charge, prescribed drugs for the treatment of TB disease or infection.
- providing tuberculin skin testing materials for use in contact testing programs.
- maintaining a registry of known tuberculosis cases and tuberculosis infection in Missouri. This registry serves as a guide for case follow-up and supervision. It also provides information for planning and evaluating tuberculosis control efforts.
- providing assistance to local health officials in the screening and treatment of public health conditions in newly arriving refugees.
- disseminating guidelines for TB control in Missouri.

Communicable Disease Prevention

- coordinating case management for TB on a statewide basis.
- administering the Vaccines for Children program, which provides immunizations for Medicaid, uninsured, underinsured, Native American, Alaskan Native and Pacific Islander children.
- managing and promoting MOHSAIC, an electronic registry database designed to hold immunization records for all Missouri children.
- coordinating the perinatal hepatitis B program, in which pregnant women carrying hepatitis B are followed through delivery so newborns are treated to prevent transmission of the disease to them.
- providing education and information to the public, as well as to private and public health care providers, about appropriate administration, storage and handling of vaccines for children, adolescents and adults.
- conducting surveys with all school and daycare providers to assure compliance with state immunization requirements.
- collaborating with other programs within the Department of Health and Senior Services, other state and federal agencies and community-based organizations in emergency event planning and response.

Telephone: (573) 751-6439; (573) 751-6113; (573) 751-6141

OFFICE OF SURVEILLANCE

The Office of Surveillance tracks and documents occurrence and distribution of communicable, vaccine preventable, sexually transmitted, and environmentally induced diseases in Missouri, as well as potential intentional introduction of disease by terrorist agents, through development and improvement of the statewide surveillance system.

Service include:

- identifying surveillance data needs, designing data collection processes/systems, developing and maintaining data systems and datasets, analyzing and interpreting data.

Surveillance

- analyzing surveillance data at regular intervals to track trends and providing regular reports on these analyses.
- performing epidemiological analyses to answer inquiries and help target disease intervention activities.
- providing consultation to programs regarding application of surveillance data to program policy/practice development.
- developing and coordinating ongoing quality assurance processes on data gathered in surveillance databases.
- conducting bioterrorism surveillance and analyzing the results to ensure prompt response to incidences of disease or syndromes of public health importance.
- providing GIS services in support of programs throughout the department to improve disease detection and response.
- training and coordination of GIS teams to provide maps and data during emergency events and exercises.

Telephone: (573) 751-9071

SENIOR SERVICES AND REGULATION

BOARD OF NURSING HOME ADMINISTRATORS

The Board of Nursing Home Administrators consists of 10 individuals appointed by the director of the Department of Health and Senior Services. They are in charge of the testing and licensing that allows an individual to serve as a nursing home administrator in a skilled, intermediate care or residential care II facility.

Telephone: (573) 526-8572

OFFICE OF STATE OMBUDSMAN FOR LONG-TERM CARE

The Office of State Ombudsman for Long-Term Care Facility Residents consists of the state ombudsman, nine regional ombudsman coordinators (who are employees or contractors of the Area Agencies on Aging), and volunteers who visit at least four hours a week in a specific long-term care facility. An ombudsman is someone who “speaks on behalf of another.” Therefore, ombudsmen represent the interest of residents. Volunteers help empower residents to resolve complaints. The program also provides educational programs, and information and referral to the public regarding issues dealing with long-term care facilities.

Telephone: (573) 526-0727 Toll Free: (800) 309-3282

CENTRAL REGISTRY UNIT

The department’s abuse and neglect hotline and information and referral telephone services are handled by the Central Registry Unit (CRU). CRU operates the toll-free, 24-hour hotline (1-800-392-0210) for reports of abuse, neglect, or exploitation of individuals who are over the age of 60 or physically/mentally impaired age 18 and older. Reports are classified according to the severity of the allegations and include specifics of the incident. The report is then transmitted to investigative field staff located closest to the alleged victim. The toll-free information and referral number (1-800-235-5503) is used to assist callers with general information relating to services available in their community and

how those services can be accessed.

Telephone: (573) 751-4842

OFFICE OF SPECIAL INVESTIGATIONS

The Office of Special Investigations is a statewide special investigative unit organized within the Director's Office, Division of Senior Services and Regulation. The unit is responsible for investigating allegations of abuse, neglect or financial exploitation on a statewide basis for seniors and persons with disabilities ages 18-59. In addition, the unit is also charged with the initial investigation of allegations of Medicaid fraud.

Telephone: (573) 751-6271

BUREAU OF FAMILY CARE SAFETY REGISTRY

The Bureau of Family Care Safety Registry was established by law to promote family and community safety. The registry is designed to provide easy access to background screening information maintained by various state agencies. Families and other employers may contact the registry using a toll-free access line to request background screening information on caregivers they are considering to hire to work with children, the elderly or disabled. Background information available includes:

- Missouri criminal history information and sex offender registry maintained by the Missouri State Highway Patrol.
- Employee Disqualification List maintained by the Division of Senior Services.
- Employee Disqualification List maintained by the Department of Mental Health.
- child abuse and neglect information maintained by the Department of Social Services, Division of Family Services.
- child-care facility licensing records maintained by the Bureau of Child Care.
- foster parent licensing records maintained by the Department of Social Services, Division of Family Services.
- residential living facility and nursing home licensing records maintained by the division.

Senior Services and Regulation

Any person hired a child-care, elder-care or personal care worker is required to register with the Family Care Safety Registry. Toll Free Number: (866) 422-6872, 7:00 a.m. to 6:00 p.m., Monday through Friday.

DIVISION OF SENIOR SERVICES AND REGULATION

SECTION FOR SENIOR SERVICES

The Section for Senior Services serves the state of Missouri to assure that all elderly and adult disabled citizens can remain independent and safe in their communities and homes by administering state and federal community-based programs. Through professional staff that serve each of the state's 114 counties and the city of St. Louis, personal care, homemaker/chore, nursing services, counseling, respite, and case management are made available to seniors and persons with disabilities in their homes. These home and community based services are provided to eligible persons 60 years of age or older and to adults with disabilities between the ages of 18 and 59. Generally, the services recipient must meet specific guidelines concerning economic, social, and care needs in order to be eligible for home and community based services. Through an assessment process, the division determines the services necessary to meet the needs of each eligible person.

The section advises legislators, advocates, state agencies and other organizations and individuals regarding services and data available to support this function. The director's office sets policy, formulates the division's budget, conducts research, develops new initiatives, and is responsible for the administrative oversight of all program bureaus and support units.

Telephone: (573) 526-3626

BUREAU OF PROTECTIVE SERVICE AND COMMUNITY CARE

The Bureau of Protective Service and Community Care is divided into six geographical regions in Missouri that are grouped into regional field operations offices located in St. Louis, Springfield, Cape Girardeau, Columbia, Sedalia, and Macon.

Senior Services

Professionally trained social services workers, community health nurses, and long-term care specialists serve each of the state's 114 counties plus the city of St. Louis. These field staff, under the direction of the HCS bureau chief, primarily respond to the following charges:

- investigate all reports of elder abuse, neglect and exploitation of non-institutionalized elderly.
- intervene on behalf of eligible adults believed to be at risk of injury or harm including preparing cases for litigation based on investigative findings.
- screen individuals considering long-term care to ensure individuals have the ability to make an informed decision about care and care settings.
- provide case management services to individuals requiring assistance to remain in their homes, including intake and screening, assessment, services planning and authorization, care monitoring, eligibility reassessment, adjustment to care plans and discharge.
- authorize in-home services in the home or community under the Missouri Care Options (MCO) program for individuals who are screened and determined to be medically eligible for nursing facility care and Medicaid eligible (or potentially Medicaid eligible);
- assist with the Medicaid application process, determine MCO eligibility, assess service needs, develop care plans, and provide information and referral for hospital patients prior to discharge; and,
- coordinate with other organizations involved in care planning to include state (SSBG/GR) and Medicaid funded in-home services, home health, and local community resource providers on behalf of clients to strengthen the support system necessary to maintain independence and ensure the highest available quality of service delivery.

Telephone: (573) 526-8537

BUREAU OF SENIOR PROGRAMS

The Bureau of Senior Programs has responsibility for ensuring the

Senior Services

effective and efficient management of state and local activities associated with the Older Americans Act and for the interpretation, development, implementation and maintenance of Missouri protective services and case management policies and regulations, and the reimbursement of providers delivering care authorized by social service workers employed by the Home and Community Services Section. Policies are developed in compliance with the Division of Medical Services and Division of Senior Services' Code of State Regulations, State and Federal Statutes, guidelines and rules and the Medicaid Aged and Disabled Waiver.

As a result of the 1973 amendments to the Older Americans Act, states are required to divide their state into planning and service areas, and to designate areas within the state to develop and implement programs and services for older persons at the local level. Missouri has ten Area Agencies on Aging (AAAs), each responsible for providing services and overseeing programs within specifically defined geographic boundaries. The bureau:

- conducts periodic monitoring of the programs to review the compliance with state and federal guidelines and the effectiveness of their programs and services.
- provides training and technical assistance to AAA staff and their boards, keeping them apprised of new developments in the aging field, and federal and state policies and procedures.

Each AAA is allowed flexibility in providing the services most needed within their planning and service area. Each AAA:

- is required to submit an area plan for review and approval in order to receive funding to carry out various provisions of the Older Americans Act at the local level.
- administers the nutrition program - both congregate and home-delivered meals, including nutrition education activities.
- provides funding for access services, legal services, and in-home services. Access services include transportation and Information and Assistance (I&A), and general outreach and advocacy activities. (In-home services include, homemaker chore, personal care, and respite.)
- provides disease prevention and health promotion activities or

Senior Services

services to encourage the employment of older workers, services to support family caregivers, ombudsman services, and information about the prevention of abuse, neglect, and exploitation of seniors.

- AAAs may also provide one or more of the following services: minor home modification, counseling, adult day care, telephone reassurance, friendly visiting, case management, and volunteer recruitment.

Priority is given to serving older persons with the greatest social needs of low-income minority elderly.

Telephone: (573) 526-8534

BUREAU OF QUALITY ASSURANCE

The Bureau of Quality Assurance is responsible for conducting quality assurance reviews, revisits, technical assistance visits and complaint investigations of in-home services provider agencies and counseling agencies that provide services to Division of Senior Services clients through the In-home Services Program funded by Medicaid, General Revenue and Social Services Block Grant. The in-home Services providers deliver services such as homemaker chore, personal care, advanced personal care, respite and nurse visits.

The bureau's main functions include:

- conducts on-site reviews and quality assurance reviews of all provider files and conducts interviews of the provider agency staff to determine the effectiveness and compliance of their programs and services offered to the elderly and disabled individuals.
- conducts on-site technical assistance visits and revisits of provider agencies and counseling agencies.
- conducts on-site complaint investigations upon receipt of provider complaints.
- provides education and quarterly training for the in-home services providers and their staff, and participate in quarterly regional in-home services provider meetings.

Telephone: (573) 526-7885

HOME AND COMMUNITY SERVICES REGIONAL OFFICES

Regional offices are located across the state and report to the Home and Community Services section chief. The regional offices provide oversight to the social service workers, community health nurses, and long-term care specialists located in the state's 114 counties plus the city of St. Louis.

Region 1

Douglas Henry
Springfield
(417) 895-6456

Region 2

Bonnie Eulinberg
Cape Girardeau
(573) 290-5211

Region 3

Mike Nickel
St. Louis
(314) 340-7300

Region 4

Steve Hurt
Kansas City
(816) 889-3100
(office relocating to Sedalia
in State Fiscal Year 2005)

Region 5

Cindy Hufstedler
Macon
(660) 385-3125

Region 6

Thelda Linkey
Columbia
(573) 884-6310

SECTION FOR HEALTH STANDARDS AND LICENSURE

The director of the Section for Health Standards and Licensure supervises hospital, home health agency and child care licensure activities, state emergency medical services, and the registration of Missouri handlers of controlled substances, and inspection activities for several Medicare certification programs.

BUREAU OF HEALTHCARE OVERSIGHT

Health facility licensing and certification services, home health agencies, hospices, outpatient physical therapy/speech rehabilitation agencies and comprehensive outpatient rehabilitation facilities licensing and certification services, and Emergency medical services and related programs administered by the Department of Health and Senior Services are conducted by the Bureau of Healthcare Oversight. The bureau consists of three units: the Health Facility Regulation Unit, the Home Care & Rehabilitative Standards Unit and, the Emergency Medical Services Unit.

HEALTH FACILITY REGULATION UNIT

The Health Facility Regulation Unit's main functions include:

- administering the state licensing program under which all Missouri hospitals (except state and federal facilities), freestanding ambulatory surgical centers, birthing centers and abortion facilities are required to renew their licenses annually based on compliance with state regulations in the areas of fire safety and sanitation, nursing service, dietary service, and organization and administration.
- inspecting and registering for compliance with state radiation safety regulations within medical facilities that use sources of ionizing radiation for diagnosis or treatment of injury or disease. These include diagnostic x-ray departments in hospitals, clinics, mobile diagnostic units, private medical offices, veterinarian offices, chiropractic offices, dental offices, podiatric offices and mammography providers, and nuclear medicine sites where

Health Standards and Licensure

medically-applied sources of ionizing radiation are either stored or used.

- providing technical, structural and educational consultation services to hospitals, ambulatory surgical centers, long-term care units in hospitals, abortion facilities, birthing centers and independent laboratories.
- conducting survey activities through Department of Health and Senior Services contracts with the Center for Medicare/Medicaid Services of the U.S. Department of Health and Human Services (HHS), related to certification of providers of services participating in the Title XVIII (Medicare) and Title XIX (Medicaid) programs. These providers include hospitals, laboratories, outpatient rehabilitation facilities (physical and speech therapy), end-stage renal disease facilities, physical therapists in independent practice, mobile X-ray services, rural health clinics, comprehensive outpatient facilities, and long-term care units (SNFs and ICFs) in hospitals.
- conducting surveys through the Department of Health and Senior Services contracts with the Food and Drug Administration to determine compliance with federal certification standards of all mammography providers in Missouri; as well as acceptance testing of new installations of diagnostic radiographic equipment.

Telephone: (573) 751-6303

HOME CARE AND REHABILITATIVE UNIT

The Home Care and Rehabilitative Unit's main functions include:

- conducting survey activities through Department of Health and Senior Services contracts with the Centers for Medicare and Medicaid Services (CMS), related to certification of Missouri home health agencies, hospices, outpatient rehabilitation agencies and comprehensive outpatient rehabilitation facilities as providers of services under the Title XVIII (Medicare) program.
- providing technical consultation regarding Missouri licensing requirements for home health agencies and hospices and Medicare standards for home health agencies, hospices, outpatient rehabilitation agencies and comprehensive outpatient rehabilitation facilities.

Health Standards and Licensure

- inspecting and certifying hospice services and home health agencies in the state on a flexible schedule based upon their ability to maintain compliance with regulations.
- receiving and investigating complaints on home health agencies, hospices, outpatient rehabilitation agencies and comprehensive outpatient rehabilitation facilities.

Telephone: (573) 751-6336

EMERGENCY MEDICAL SERVICES UNIT

The Emergency Medical Services Unit's main functions include:

- implementing the Comprehensive EMS Act of 1998.
- licensing Emergency Medical Technicians (Basic and Paramedic).
- licensing all ground and air ambulance services.
- accrediting all training entities.
- licensing all Advanced Life Support (ALS) Emergency Medical Response Agencies (EMRA).
- designating trauma centers.
- investigating complaints involving all licensed or accredited activities.
- administering the National Registry written examinations.
- staffing the State Advisory Council on Emergency Medical Services, the State Emergency Medical Services Medical Director's Advisory Committee, and six (6) Regional Emergency Medical Services Advisory Committees.

Telephone: (573) 751-6356

BUREAU OF NARCOTICS AND DANGEROUS DRUGS

Activities and programs of the Department of Health and Senior Services to ensure safe and legal handling and distribution of controlled substances in Missouri are conducted by the state Bureau of Narcotics and Dangerous Drugs. The bureau also works with law enforcement and other agencies to minimize the abuse of controlled substances in the state.

Health Standards and Licensure

Services of the bureau include:

- maintaining a registry, as required by state law, of the individuals and firms who prescribe, dispense or otherwise conduct activities which involve controlled substances.
- encouraging proper management of controlled substances through routine inspections and audits of the records that must be kept by firms and individuals who lawfully manufacture, distribute, or dispense controlled substances.
- investigating suspected irregularities or mismanagement involving controlled substances and regulated chemicals. Such investigations originate with complaints from the general public, other government agencies or may develop from routine inspections and audits conducted by bureau representatives.
- acting as the state's primary agency in regulation of controlled substance activity to correct or prevent unlawful practices, when detected, through education or, if necessary, administrative action against the registration of the firms or individuals involved.
- updating the Missouri Controlled Substances list each year and filing changes in the list with the Missouri Secretary of State for publication in the Missouri Register and the Code of State Regulations.

Telephone: (573) 751-6321

BUREAU OF CHILD CARE

The Bureau of Child Care is responsible for the licensing of family child care homes that provide child care for up to ten children, group child care homes for 11-20 children and child day care centers for any number of children, dependent upon available space, staff qualifications and other requirements. The services of the bureau with regard to licensed child care facilities include:

- receiving inquiries from potential child care providers and providing preapplication consultation on the licensing rules.
- investigating to determine compliance with the licensing rules and issuing licenses.

Health Standards and Licensure

- monitoring the facilities to ensure ongoing compliance with the licensing rules.
- receiving and investigating complaints on facilities.
- facilitating action against licenses when child care providers do not meet the requirements of the licensing rules or when the health and safety of children is threatened. This may include denial of the application, suspension or revocation of the license or filing for injunctive relief if there is a threat of imminent bodily harm to the children in care.
- receiving and investigating complaints on persons providing care for more than four unrelated children without a license.
- implementing fire safety, health and sanitation inspections for half-day nursery schools and child care facilities operated by religious organizations. If the facilities are not in compliance with the Department of Health and Senior Services rules for license-exempt child care facilities within 20 days following an inspection, referral is made to the prosecuting attorney.

Telephone: (573) 751-2450

SECTION FOR LONG TERM CARE

The Section for Long Term Care is responsible for conducting state inspections and federal surveys, and for investigating complaints regarding long-term care facilities. There are approximately 1,280 long-term care facilities in Missouri with more than 79,000 beds licensed and inspected by the division. Of these, 463 are skilled nursing homes, 92 are intermediate care facilities, and 724 are residential care facilities Is and IIs. Approximately 495 facilities participate in the federal Medicaid or Medicare programs and must meet federal as well as state standards. The major units in long-term care regulation are Central Operations, Field Operations, and Quality Assurance/Legal Technical.

Telephone: (573) 526-0721

Other services of the section include:

- monitoring the compliance with federal requirements for the annual inspection of care and utilization review for Medicaid residents over 65 and under 21 years of age in psychiatric hospitals.
- conducting the Pre-Admission Screening and Annual Resident Review (PASARR) process required by OBRA'87 for any individual with a mental health related condition who seeks admission to a Medicaid certified bed.
- liaison with the Missouri Health Facilities Review Committee and the Certificate of Need Program.
- conducting inspections and complaint investigations of habilitative facilities servicing clients diagnosed with mental retardation and/or developmental disabilities that participate in the Medicaid program.
- conducting inspections and complaint investigations of adult day care providers for state licensing purposes.

LONG TERM CARE REGIONAL OFFICES

Seven regional offices are located across the state and report to the Field Operations Unit program manager. Survey teams from each region are responsible for conducting on-site regulatory activities in long-term care facilities.

Region 1

Patricia Felton
Springfield
(417) 895-6435

Region 2

David Rexroat
Poplar Bluff
(573) 840-9580

Region 3

Charles Williams
Kansas City
(816) 889-2818

Region 4

Marilyn Fischer
Cameron
(816) 632-6541

Region 5

Jim Williams
Macon
(660) 385-5763

Region 6

Alice Kenley-Wineteer
Jefferson City
(573) 751-2270

Region 7

Pam Clark
St. Louis
(314) 340-7360

MISSOURI HEALTH FACILITIES REVIEW COMMITTEE

The Missouri Health Facilities Review Committee (MHFRC) provides oversight to the Certificate of Need Program (CONP). CONP has been charged with addressing issues of need and cost of health facilities.

Responsibilities of MHFRC include:

- preparing, reviewing and revising, as necessary, a set of rules and regulations for use by the CONP.
- providing ongoing support in carrying out its functions.
- conducting special projects and studies as needed.

Telephone: (573) 751-6403

MISSOURI SENIOR RX PROGRAM

The Missouri Senior Rx Program was established during the 2001 Special Legislative Session. The program was designed to help defray the cost of prescription drugs for seniors, specifically individual seniors with incomes less than \$17,000 and married couples with income less than \$23,000. Other eligibility requirements include:

- 65 years of age,
- resident of the state of Missouri for 12 months,
- not a recipient of Veterans Administration pharmacy benefits or Medicaid, and
- not have adequate prescription drug coverage.

Applications and additional information may be obtained from the program's website at www.dhss.mo.gov/MoSeniorRx

Telephone: Toll Free (866-556-9316)